



DENTI-CAL PROVIDER WEBSITE APPLICATION USER GUIDE

Aug 27, 2018

Revision History

Version #	Date of Release	Description of Change
1.0	04/03/2018	Initial Version
2.0	05/07/2018	Final Version
3.0	08/27/2018	With enhancements (Registration with Legacy ID: 3.2- Page Nos: 13,14,15,16, 23,24, Advanced Claim Search: 5.2- Page Nos: 44, 45, 46, 47, 48, 49,50,51, 52, Missed Appointment Forms: 7.0- Page Nos: 72, 73)

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1 Introduction

1.1 Purpose

This is a user guide for the Denti-Cal Provider Website Application.

2 Denti-Cal's Provider Website Landing Home Page

Denti-Cal's landing home page for providers has a secure log in for providers to register online. Every provider will have a unique account that will allow them to access multiple practice locations. The features on the landing home page are listed below (see Fig: 2.a).

- Username and Password field for Secure Log In
- Register Link
- Reset Password Link
- Username Reminder

Provider Website Landing Home Page:

CA.gov

DHCS Medi-Cal Dental

My Practice

Contact Us

Log In

* Username

* Password

Login

Register

Reset Password | Username Reminder

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Fig: 2.a: Denti-Cal's Provider Website Landing Home Page

3 Registration on Provider Portal

Denti-Cal providers can register themselves by clicking the “Register” link available on the Denti-Cal Provider Website Landing page. The first provider who registers for a particular Business Entity (Provider ID) will be assigned as an Administrator, by default, and will have special Administrator rights. Additional providers who register using the same Business Entity (Provider ID) will be “regular users” of the provider website and will be granted limited access.

3.1 Steps for Registration: Positive Scenario

Step 1:

Click the “Register” link (see Fig: 3.1.a).

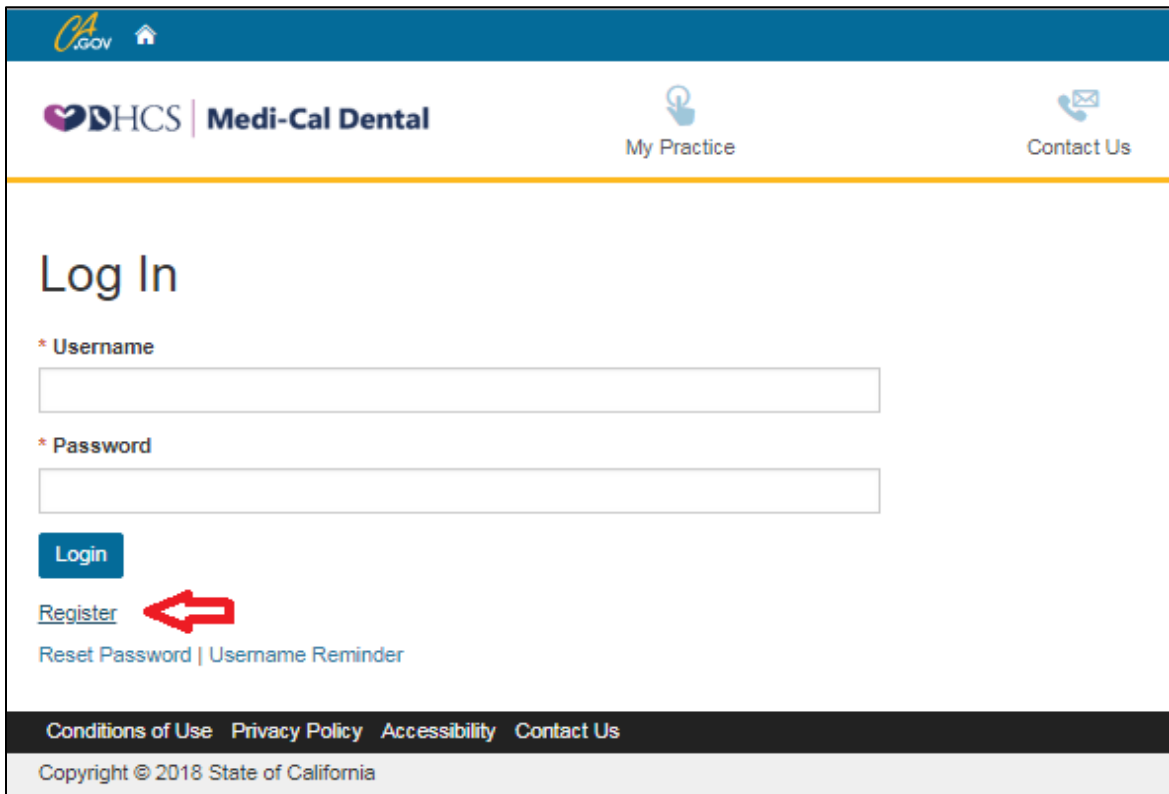


Fig: 3.1.a: Denti-Cal’s Provider Website Login Page – Registration Link

Step 2:

The “Verify User | Registration” page displays. A red asterisk (*) indicates a required field. Enter your information in the following required fields. Providers who do not have a Billing NPI Number can register using their Denti-Cal Provider ID by clicking on ‘Click here if no registered NPI’

- Business Name as it appears on your Explanation of Benefits (EOB)
- Billing NPI Number
- TIN

The following fields are optional:

- Provider First Name

- Provider Last Name

Click the “Continue” button to continue the registration process. Click the “Cancel” button to close the page and return to the “Login” page (see Fig: 3.1.b).

CA.gov

DHCS | Medi-Cal Dental

My Practice Contact Us

Verify User | Registration

Billing Provider

*Business Name as it appears on your Explanation of Benefits (EOB)

Business Name as it appears on your EOB

*Billing NPI Number [Click here if no registered NPI](#)

Provider NPI

*TIN

Billing Tax ID Number

Provider First Name (Optional)

Provider First Name

Provider Last Name (Optional)

Provider Last Name

Continue Cancel

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Fig: 3.1.b: Verify User Registration Page

Step 3:



After clicking the “Continue” button, the system goes to the next page in the registration process.


The system populates the Provider Business Name, Billing NPI Number and Provider TIN entered in Step 2. The optional fields (Provider First Name and Provider Last Name) only populate if you entered the information in Step 2.


All the fields listed below are mandatory and must be completed (see Fig: 3.1.c).

- Username
- Email Address, Confirm Email Address
- First Name, Last Name
- Password , Confirm Password
- 2 Security Questions and Answers
- Check Box for the Terms and Conditions
- Check Box for CAPTCHA

The First Name, Last Name and Email Address fields are used for verification of the Username Reminder.



Medi-Cal Dental


My Practice


Contact Us

Create Account | Registration

Please fill out all fields.

Your Information

Business Name: INC

Billing NPI Number:

TIN:

Provider First Name:

Username

Email

Confirm Email

First Name

Last Name

Password

Password (case-sensitive)

Confirm Password

Password reminder

Select a security questions and enter your responses. If you forget your password, your security questions and answers will help us verify your identity.


Security Question 1

Security Answer 1

Security Question 2

Security Answer 2

☐ I certify that I have read and agreed to all [Terms and Conditions](#).

☐ I'm not a robot


reCAPTCHA Privacy - Terms

Create Cancel

[Conditions of Use](#)
[Privacy Policy](#)
[Accessibility](#)
[Contact Us](#)

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Fig: 3.1.c: Create Account Registration Page

Click the “Create” button to go to the “Registration Confirmation” page and view the “Registration Completed Successfully” message (see Fig: 3.1.d).

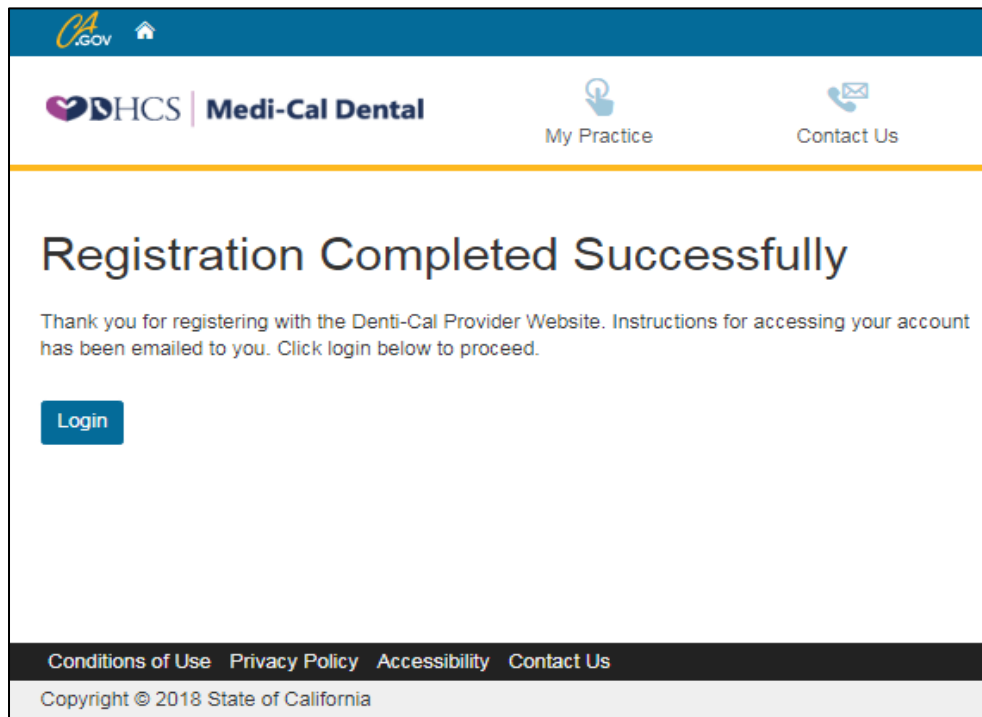


Fig: 3.1.d: Registration Completed Successfully Message Screen

Step 4:

An email confirmation is sent to the provider using the email address provided during registration (see Fig: 3.1.e).

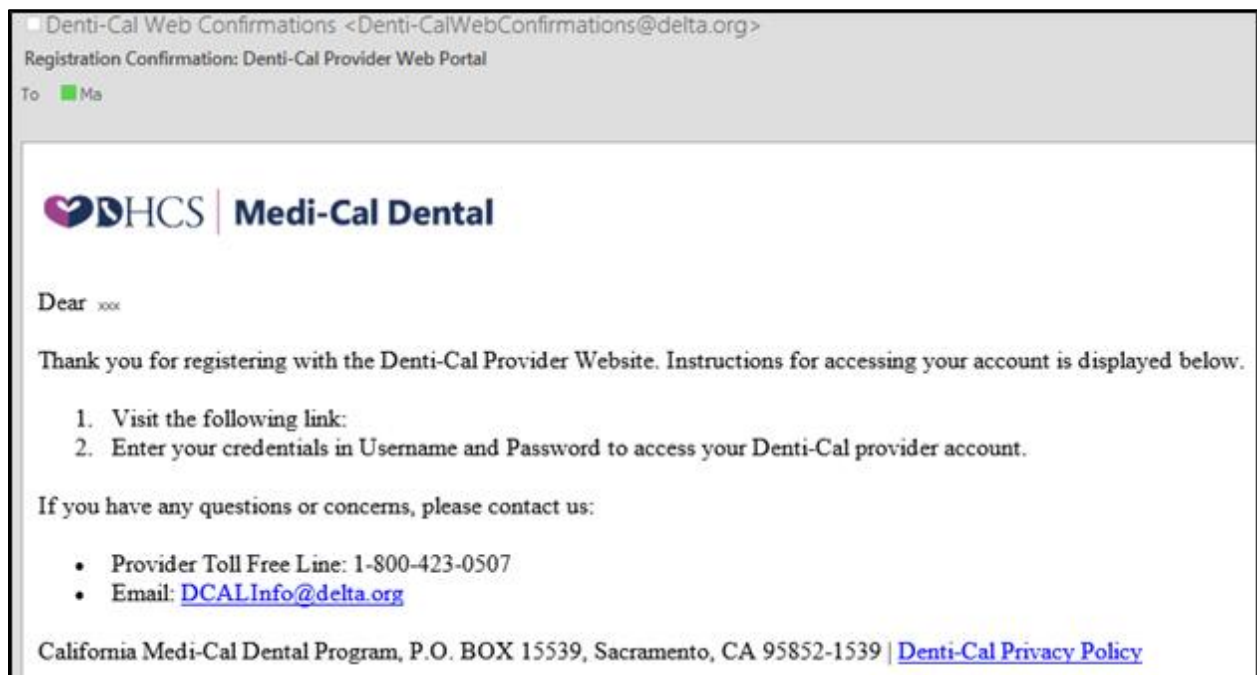


Fig: 3.1.e: Welcome Email with Privacy Policy Link after Successful Provider Registration

3.2 Steps for Registration: If provider does not have a Billing NPI Number

Step 1:

When you click on 'Register' link, "Verify User | Registration" page displays, where you enter required information. If you do not have a Billing NPI Number, then click on link 'Click here if no registered NPI'. (see Fig 3.2.f).

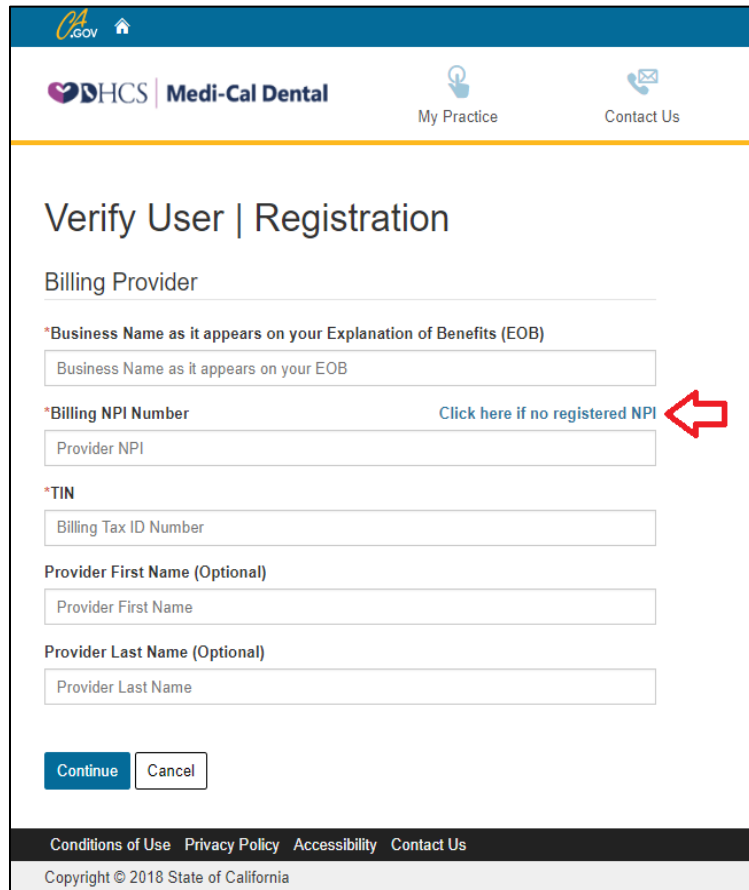


Fig: 3.2.f: Verify User Registration Page- Link for registering if no Billing NPI Number

Step 2:

A red asterisk (*) indicates a required field. Enter your information in the following required fields. (see Fig: 3.2.g)

- Business Name as it appears on your Explanation of Benefits (EOB)
- Denti-Cal Provider ID
- TIN

The following fields are optional:

- Provider First Name
- Provider Last Name

The screenshot shows a web application interface for 'Verify User | Registration'. The header includes the 'CA.GOV' logo, a home icon, and the 'DHCS | Medi-Cal Dental' logo. Navigation links for 'My Practice' and 'Contact Us' are present. The main heading is 'Verify User | Registration'. Below it, the section is titled 'Billing Provider'. The form contains several required fields marked with an asterisk: '*Business Name as it appears on your Explanation of Benefits (EOB)', '*Denti-Cal Provider ID', and '*TIN'. Each has a corresponding text input field. There are also optional fields for 'Provider First Name' and 'Provider Last Name'. At the bottom of the form are 'Continue' and 'Cancel' buttons. The footer contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', along with a copyright notice for 2018 State of California.

CA.GOV

DHCS | Medi-Cal Dental

My Practice

Contact Us

Verify User | Registration

Billing Provider

*Business Name as it appears on your Explanation of Benefits (EOB)

Business Name as it appears on your EOB

*Denti-Cal Provider ID

Denti-Cal Provider ID

*TIN

Billing Tax ID Number

Provider First Name (Optional)

Provider First Name

Provider Last Name (Optional)

Provider Last Name

Continue Cancel

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Fig: 3.2.g: Verify User Registration Page- Provider to enter their Denti-Cal Provider ID


Step 3


After clicking the “Continue” button, the system goes to the next page in the registration process.


The system populates the Provider Business Name, Denti-Cal Provider ID and Provider TIN entered in Step 2. The optional fields (Provider First Name and Provider Last Name) only populate if you entered the information in Step 2. (see Fig: 3.2.h)

Click the “Create” button to go to the “Registration Confirmation” page and view the “Registration Completed Successfully” message seen in Fig: 3.1.d and 3.1.e.



**Medi-Cal Dental**


My Practice


Contact Us

Create Account | Registration

Please fill out all fields.

Your Information

Business Name:

Denti-Cal Provider ID:

TIN:

Username

Email

Confirm Email

First Name

Last Name

Password

Password (case-sensitive)

Confirm Password

Password reminder

Select a security questions and enter your responses. If you forget your password, your security questions and answers will help us verify your identity.


Security Question 1

Security Answer 1

Security Question 2

Security Answer 2

☐ I certify that I have read and agreed to all [Terms and Conditions](#).

☐ I'm not a robot 
reCAPTCHA
Privacy - Terms

Create Cancel

Conditions of Use Privacy Policy Accessibility Contact Us

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Fig: 3.2.h: Create Account Registration Page for providers registering with a Denti-Cal Provider ID

3.3 Steps to Register with Validations

3.3.1 Scenario 1: The Provider Enters Incorrect Details.

Step 1:

If you enter incorrect details, you will not be verified and cannot proceed to the next registration step. The “Unable to validate account details provided” error message displays (see Fig 3.3.1.i).

The screenshot shows the 'Verify User | Registration' page on the Medi-Cal Dental website. At the top, there is a blue header with the CA.GOV logo and a home icon. Below this is a white navigation bar with the DHCS logo, 'Medi-Cal Dental' text, and links for 'My Practice' and 'Contact Us'. The main content area has a title 'Verify User | Registration' and a red error message: 'Unable to validate account details provided.' Below the error message, there are several form fields: 'Billing Provider' (with a sub-label '*Business Name as it appears on your Explanation of Benefits (EOB)'), 'Billing NPI Number' (with a sub-label '*Billing NPI Number' and a link 'Click here if no registered NPI'), 'TIN' (with a sub-label '*TIN'), 'Provider First Name (Optional)', and 'Provider Last Name (Optional)'. At the bottom of the form are 'Continue' and 'Cancel' buttons. The footer contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', along with the copyright notice 'Copyright © 2018 State of California'.

Fig: 3.3.1.i: User Details not validated during Registration

Step 2:

The following fields must be entered correctly when you create an account (see Fig: 3.1.c). An error message displays if the following required information is incorrect:

- If “Username” is entered incorrectly.
- If “Email” and “Confirm Email” are invalid and do not match.
- If “Password” is invalid.
- If “Confirm Password” does not match the password entered.
- If “Terms and Conditions” check box is not selected.
- If the same “Security Questions” for question 1 and question 2 are selected.
- If the user missed the CAPTCHA values selection.

Example: If “Username” is entered incorrectly.

The screenshot shows the 'Create Account | Registration' page of the Medi-Cal Dental website. The page has a blue header with the CA.GOV logo and a home icon. Below the header, there's a navigation bar with the DHCS logo, 'Medi-Cal Dental' text, and links for 'My Practice' and 'Contact Us'. The main content area is titled 'Create Account | Registration' and includes a prompt 'Please fill out all fields.' followed by a section titled 'Your Information'. This section contains fields for 'Business Name' (with a blue bar and 'INC' suffix), 'Billing NPI Number' (with a blue bar), and 'TIN' (with a masked blue bar). Below these are the 'Username' and 'Email' fields, both outlined in red. An error message box is displayed over the 'Email' field, stating: 'Your username must be at least 6 characters. You may use letters and/or numbers. You may not use special characters or blank spaces.'

Fig: 3.3.1.j: Error Message for Entering Invalid Username while Creating Account

Example: If “Email” and “Confirm Email” are invalid and do not match.

Please fill out all fields.

Your Information

Business Name: [redacted] INC

Billing NPI Number: [redacted]

TIN: [redacted]

Username

[redacted]

Email

[redacted] ss|

You must enter a valid email address

[redacted]

Fig: 3.3.1.k: Error Message for Entering Invalid Email Address while Creating Account

Example: If “Password” is invalid.

Password

Password (case-sensitive)

[redacted] ...|

You must use this format: The password must contain characters from at least three of the following categories:

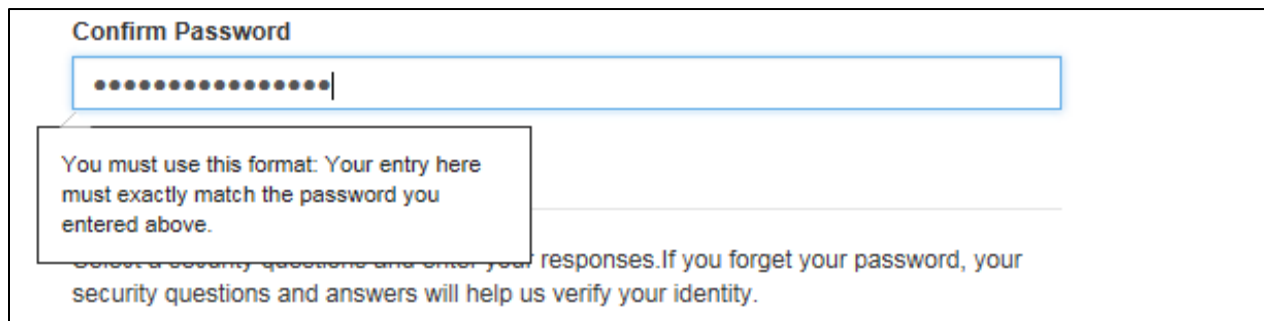
- a. Uppercase letters (A through Z)
- b. Lowercase letters (a through z)
- c. Base 10 digits (0 through 9)
- d. Non-alphanumeric characters (special characters) (for example, !, \$, #, %)

responses.If you forget your password, your

Security questions and answers will help us verify your identity.

Fig: 3.3.1.l: Error Message for Entering Invalid Password while Creating Account

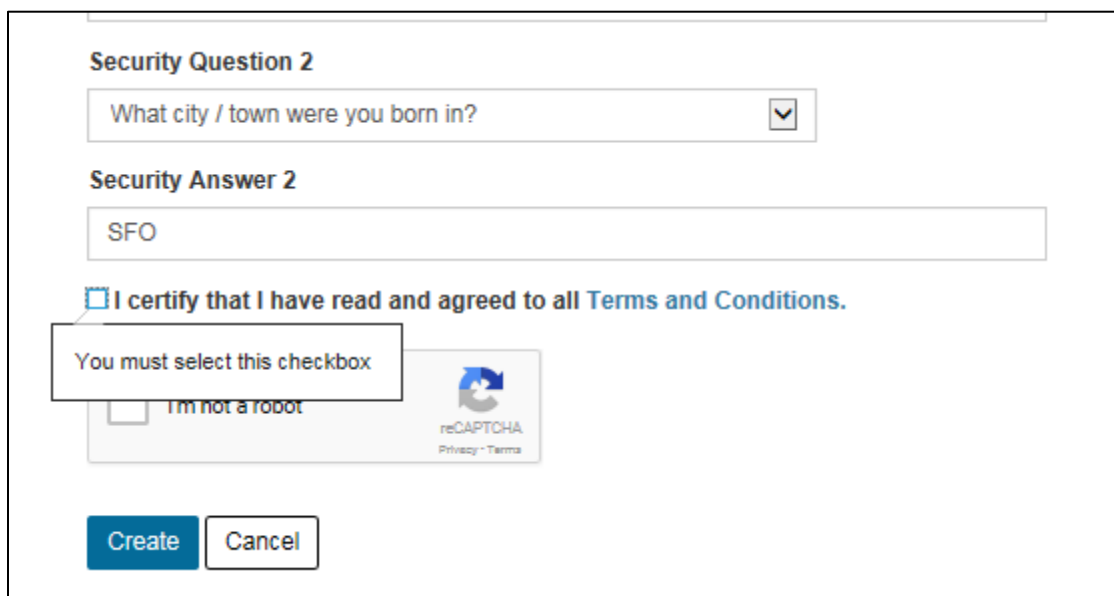
Example: If “Confirm Password” does not match the password entered.



The screenshot shows a form titled "Confirm Password". Below the title is a text input field containing a series of dots, indicating a password. A red-bordered error message box is overlaid on the field, stating: "You must use this format: Your entry here must exactly match the password you entered above." Below the input field, there is a line of text that reads: "Select a security question and enter your responses. If you forget your password, your security questions and answers will help us verify your identity."

Fig: 3.3.1.m: Error Message for Entering Incorrect Password in Confirm Password Field while Creating Account

Example: If “Terms and Conditions” check box is not selected.



The screenshot shows a form with the following elements: a "Security Question 2" dropdown menu with the text "What city / town were you born in?" and a dropdown arrow; a "Security Answer 2" text input field containing "SFO"; a checkbox labeled "I certify that I have read and agreed to all Terms and Conditions." which is currently unchecked; an "I'm not a robot" checkbox which is also unchecked; a reCAPTCHA logo with "Privacy - Terms" links; and two buttons at the bottom: "Create" (in a blue box) and "Cancel" (in a white box with a blue border). A red-bordered error message box is overlaid on the "I certify that I have read and agreed to all Terms and Conditions." checkbox, stating: "You must select this checkbox".

Fig: 3.3.1.n: Error Message for not selecting the Check Box to Agree to the Terms and Conditions

Example: If the same “Security Questions” for Security Questions 1 and 2 are selected.

The screenshot shows the 'Create Account | Registration' page for Medi-Cal Dental. At the top, there is a header with the Delta logo, 'DHCS | Medi-Cal Dental', 'My Practice', and 'Contact Us'. Below the header, the title 'Create Account | Registration' is displayed. A red error message box states: 'Same security questions cannot be selected.' Below this, a prompt says 'Please fill out all fields.' The form is divided into sections: 'Your Information' (Business Name, Billing NPI Number, TIN), 'Username' (Xxx), 'Email' (Xxx @delta.org), 'Confirm Email' (Xxx @delta.org), 'First Name' (Xxx), 'Last Name' (Xxx), 'Password' (Password (case-sensitive), Confirm Password), and 'Password reminder'. The 'Password reminder' section includes instructions: 'Select a security questions and enter your responses. If you forget your password, your security questions and answers will help us verify your identity.' It contains two identical security question entries. Both 'Security Question 1' and 'Security Question 2' are set to 'What is your favorite team?'. Red arrows point to these dropdown menus to highlight that the same question is selected for both, which triggers the error message.

Delta
DHCS | Medi-Cal Dental
My Practice
Contact Us

Create Account | Registration

Same security questions cannot be selected.

Please fill out all fields.

Your Information

Business Name: [Redacted]
Billing NPI Number: [Redacted]
TIN: [Redacted]

Username
Xxx

Email
Xxx @delta.org

Confirm Email
Xxx @delta.org

First Name
Xxx

Last Name
Xxx

Password
Password (case-sensitive)
[Redacted]
Confirm Password
[Redacted]

Password reminder

Select a security questions and enter your responses. If you forget your password, your security questions and answers will help us verify your identity.

Security Question 1
What is your favorite team? [v] ←

Security Answer 1
barca

Security Question 2
What is your favorite team? [v] ←

Security Answer 2
sto

Fig: 3.3.1.o: Error Message for Selecting the Same Security Question during Account Creation

Example: If the user did not select the CAPTCHA.

The screenshot displays the 'Create Account | Registration' page on the Medi-Cal Dental website. At the top, the header includes the DHCS logo, 'Medi-Cal Dental', and links for 'My Practice' and 'Contact Us'. The main heading is 'Create Account | Registration'. Below this, a red error message box states: '• Please verify the Captcha.' A red arrow points to this message. The registration form includes sections for 'Your Information' (Business Name, Billing NPI Number, TIN), 'Username' (Xxx), 'Email' (Xxx@delta.org), 'Confirm Email' (Xxx@delta.org), 'First Name' (Xxx), 'Last Name' (Xxx), 'Password' (case-sensitive), 'Confirm Password', and 'Password reminder' (Security Question 1: 'What is your favorite team?' with answer 'barca', and Security Question 2: 'What city / town were you born in?' with answer 'sfo'). At the bottom of the form, there is a checkbox for 'I'm not a robot' and a CAPTCHA image. A red arrow points to the CAPTCHA area. The form concludes with 'Create' and 'Cancel' buttons.

Fig: 3.3.1.p: Error Message for not selecting the CAPTCHA while Creating User Account when Registering

3.3.2 Scenario 2: If user enters combination of First Name, Last Name and Email Address same as that of an already registered user and tries to register.

The screenshot shows the 'Create Account | Registration' page of the Medi-Cal Dental website. At the top, there is a blue header with the CA.GOV logo and a home icon. Below this is a white navigation bar with the 'DHCS | Medi-Cal Dental' logo on the left, and 'My Practice' and 'Contact Us' links on the right. The main content area has a title 'Create Account | Registration'. A red error message box states: 'Unable to register as one or more users have already been registered with this combination of First Name, Last Name and Email.' Below the error message, a note says 'Please fill out all fields.' The form is titled 'Your Information' and contains several fields with placeholder text: 'Business Name:' with 'XXX', 'Billing NPI Number:' with '163XXX', 'TIN:' with '*****XXX', 'Username' with 'XXX', 'Email' with 'XXX XXX @delta.org', 'Confirm Email' with 'M XXX XXX @delta.org', and 'First Name' with 'XXX'.

CA.GOV

DHCS | Medi-Cal Dental

My Practice

Contact Us

Create Account | Registration

• Unable to register as one or more users have already been registered with this combination of First Name, Last Name and Email.

Please fill out all fields.

Your Information

Business Name: XXX

Billing NPI Number: 163XXX

TIN: *****XXX

Username

XXX

Email

XXX XXX @delta.org

Confirm Email

M XXX XXX @delta.org

First Name

XXX

Fig: 3.3.2.q: Username Reminder Link

3.3.3 Scenario 3: If user left any/all the required fields blank.

The screenshot shows the 'Verify User | Registration' page. The 'Billing Provider' section has a required field for 'Business Name as it appears on your Explanation of Benefits (EOB)' which is empty. A red box highlights this field with a tooltip that says 'This is a required field'. Another red box highlights the 'Provider NPI' field, which also has a tooltip saying 'This is a required field'. A link 'Click here if no registered NPI' is visible next to the NPI field. The 'TIN' section has a required field for 'Billing Tax ID Number' which is empty and highlighted with a red box. Below these are optional fields for 'Provider First Name' and 'Provider Last Name'. At the bottom are 'Continue' and 'Cancel' buttons. The footer contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', along with the copyright notice 'Copyright © 2018 State of California'.

Fig: 3.3.3.r: Error Message when Fields Left Blank during Registration

3.4 Username Reminder Steps

If you forget your username, click the “Username Reminder” link to request recovery (see Fig: 3.4.s).

The screenshot shows the 'Log In' page. It has fields for 'Username' and 'Password', both marked with an asterisk. Below these fields is a 'Login' button. Under the 'Login' button are links for 'Register', 'Reset Password', and 'Username Reminder'. A red arrow points to the 'Username Reminder' link. The footer contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', along with the copyright notice 'Copyright © 2018 State of California'.

Fig: 3.4.s: Username Reminder Link

After you click the “Username Reminder” link, the system goes to the “Username Reminder” page where you enter your information (see Fig: 3.4.t) used during registration.

- Billing NPI Number
- Business Name as it appears on your Explanation of Benefits (EOB)
- Taxpayer Identification Number (TIN)
- First Name
- Last Name
- Email Address you used during registration

Users who have not registered through Billing NPI Number, click on ‘Click here if no registered NPI’ and provide your Denti-Cal Provider ID used during registration.

The screenshot shows the 'Username Reminder' page of the Medi-Cal Dental website. The header includes the CA.gov logo, a home icon, the Medi-Cal Dental logo, and links for 'My Practice' and 'Contact Us'. The main content area has a title 'Username Reminder' and a section 'Billing Provider'. It contains several input fields: 'Billing NPI Number' (with a link 'Click here if no registered NPI'), 'Business Name as it appears on your Explanation of Benefits (EOB)', 'Taxpayer Identification Number (TIN)', 'First Name', 'Last Name', and 'Email'. At the bottom of the form are two buttons: 'Send me a reminder' and 'Cancel'. The footer contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', along with the copyright notice 'Copyright © 2018 State of California'.

CA.gov

Medi-Cal Dental

My Practice

Contact Us

Username Reminder

Billing Provider

Billing NPI Number [Click here if no registered NPI](#)

Provider NPI

Business Name as it appears on your Explanation of Benefits (EOB)

Business Name as it appears on your EOB

Taxpayer Identification Number (TIN)

Billing Tax ID Number

First Name

First Name

Last Name

Last Name

Email

Email Address

Send me a reminder Cancel

Conditions of Use Privacy Policy Accessibility Contact Us

Copyright © 2018 State of California

Fig: 3.4.t: Username Reminder Screen

Click the “Send me a reminder” button and the following message displays (see Fig: 3.4.u).

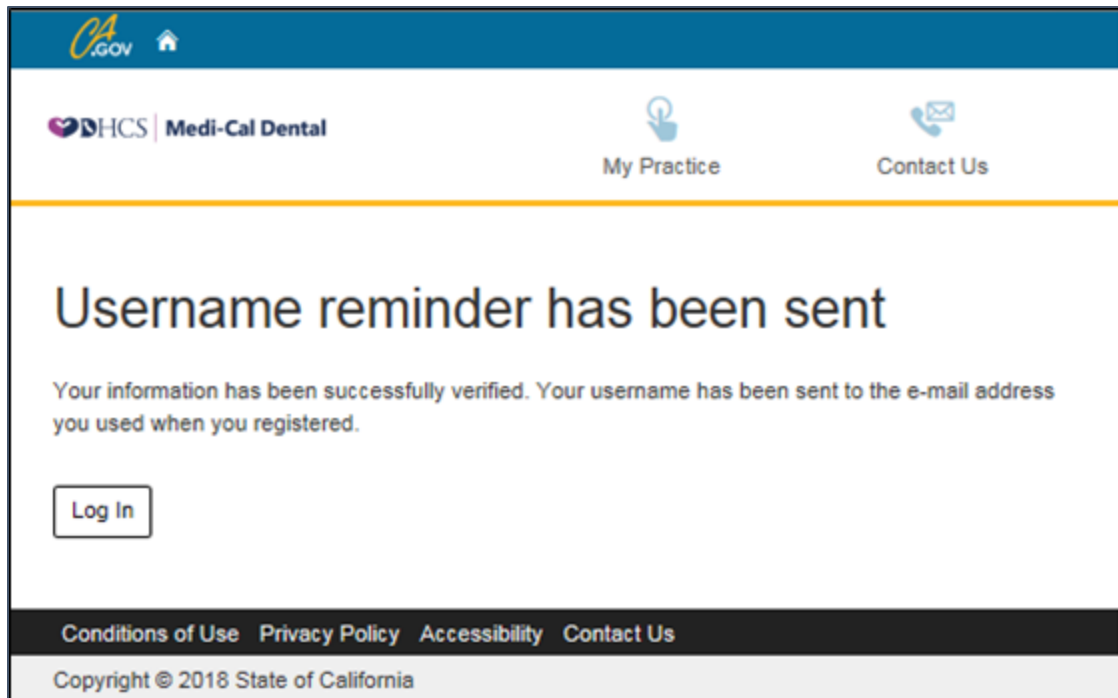


Fig: 3.4.u: Username Reminder Message

You receive an email that contains your username (see Fig: 3.4.v).

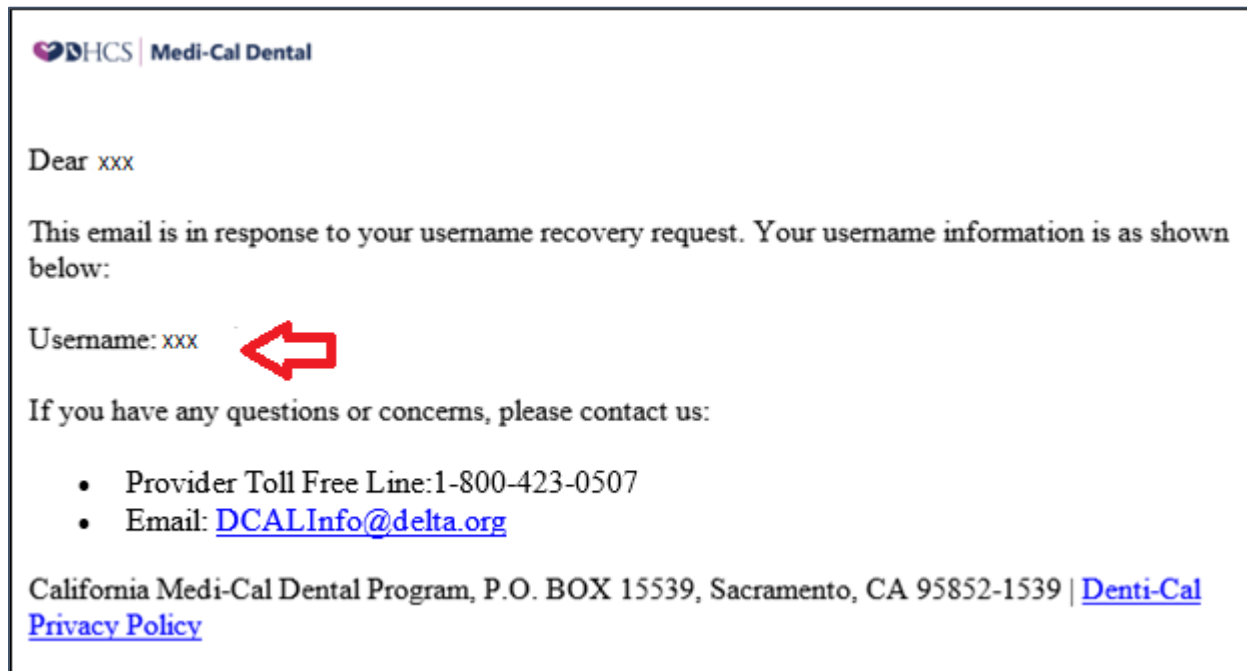
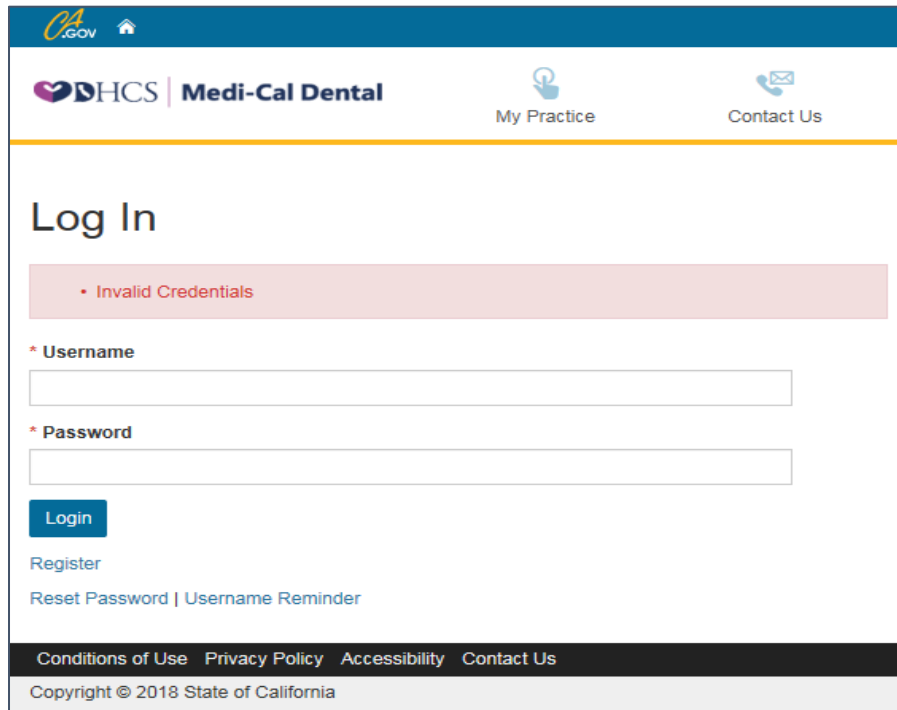


Fig: 3.4.v: Email Sent to the Provider for Username Reminder

4 Provider Secure Log In

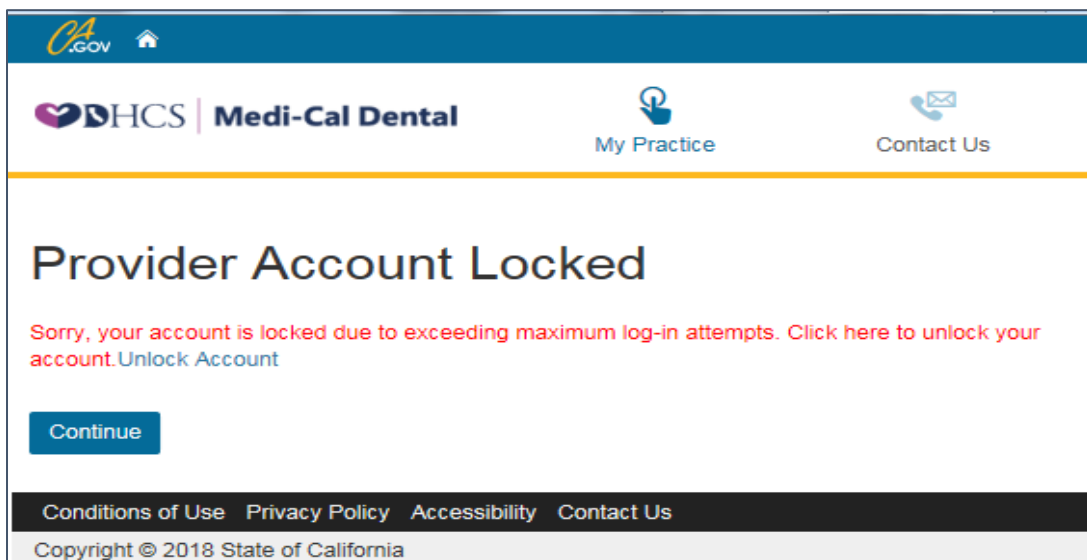
The Provider Website has a Secure Log In, where you are asked to enter your Username and Password. This is the same screen you used to set up your online account. If the values match, you are granted access. If the values do not match, an “Invalid Credentials” error message displays (see Fig: 4.a).



The screenshot shows the Medi-Cal Dental Log In page. At the top, there is a blue header with the CA.GOV logo and a home icon. Below this is a white navigation bar with the DHCS logo, the text 'Medi-Cal Dental', and two links: 'My Practice' and 'Contact Us'. The main content area has a large 'Log In' heading. Below the heading is a red error message box that says 'Invalid Credentials'. Underneath this, there are two input fields: '* Username' and '* Password'. Below the password field is a blue 'Login' button. At the bottom of the login section, there are links for 'Register' and 'Reset Password | Username Reminder'. The footer contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', followed by the copyright notice 'Copyright © 2018 State of California'.

Fig: 4.a: Unable to Login Error – when Provider Tries to Log In with Invalid Credentials

You are allowed a maximum of 3 failed attempts to log in. More than 3 failed attempts to log in will automatically lock your account, and an error message displays. However, you are given an option to unlock your account (see Fig: 4.b).



The screenshot shows the 'Provider Account Locked' page. At the top, there is a blue header with the CA.GOV logo and a home icon. Below this is a white navigation bar with the DHCS logo, the text 'Medi-Cal Dental', and two links: 'My Practice' and 'Contact Us'. The main content area has a large 'Provider Account Locked' heading. Below the heading is a red error message that says 'Sorry, your account is locked due to exceeding maximum log-in attempts. Click here to unlock your account.' followed by a blue link 'Unlock Account'. Below this is a blue 'Continue' button. The footer contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', followed by the copyright notice 'Copyright © 2018 State of California'.

Fig: 4.b: Account Locked Message – when Provider Exceed the Maximum Login Attempts

4.1 Account Unlock Flow

4.1.1 Scenario 1: Provider is successful in unlocking account by answering only 1 security question.

Step 1:

You can unlock your account by clicking the “Unlock Account” link (see Fig: 4.b). The system goes to the “Unlock Account” page where you enter your User Name to validate your credentials (see Fig: 4.1.1.c). Click the “Continue” button to validate your credentials and go to the next page.

CA.GOV

DHCS | Medi-Cal Dental

My Practice

Contact Us

Unlock Account

To unlock your account, enter your User Name below to validate your credentials.

User Name

Continue Cancel

Conditions of Use Privacy Policy Accessibility Contact Us

Copyright © 2018 State of California

Fig: 4.1.1.c: Unlock Account Screen to Validate Credentials – Provider to Enter Username

Step 2:

You must answer the security question you set during account creation (see Fig: 4.1.1.d). Click the “Continue” button. The system verifies your answer and goes to next page.

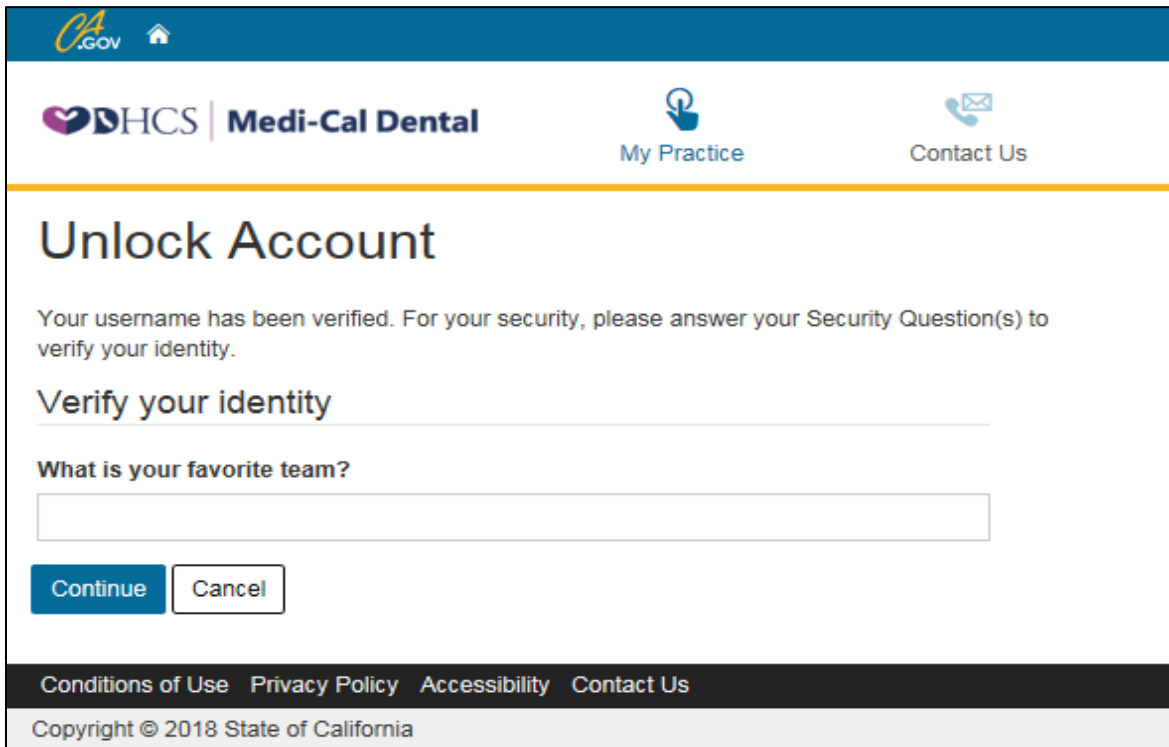


Fig: 4.1.1.d: Unlock Account Screen to Validate User – Security Question

Step 3:

After successfully verifying your security answer and identity, the system unlocks your account and you can log in (see Fig: 4.1.1.e).

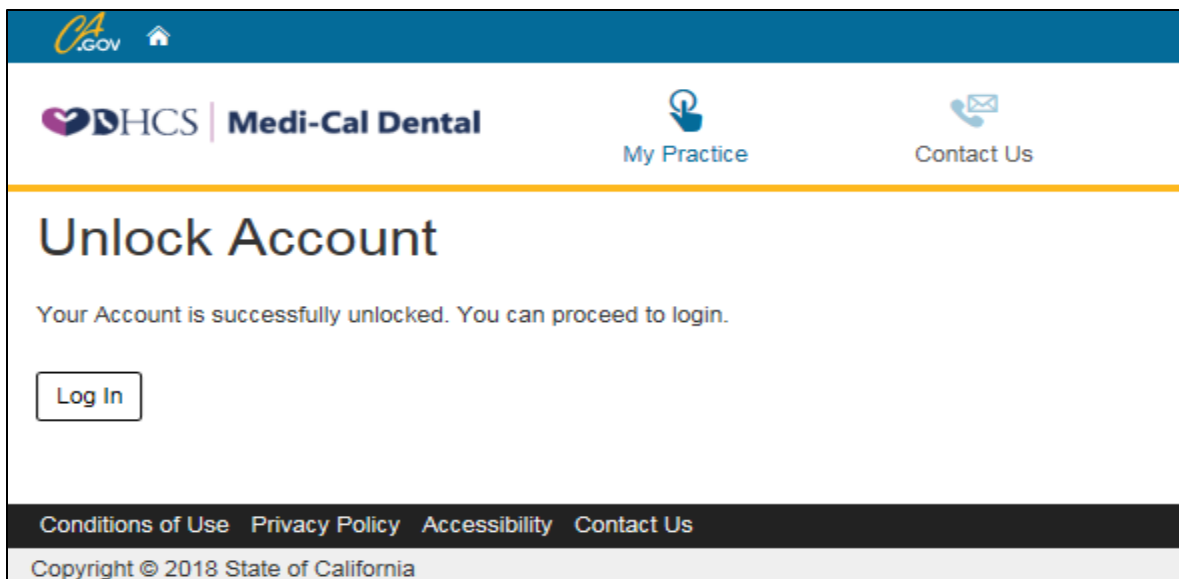


Fig: 4.1.1.e: Provider Account Unlocked Successfully

4.1.2 Scenario 2: If Provider answers the 1st Security Question incorrectly.

Step 1:

Enter your username, which will be validated (see Fig: 4.a). The system goes to Step 2. Enter the answer to your security question.

Step 2:

Enter the answer to the security question you set up during account creation. To verify your identity and go to the next step, click the “Continue” button (see Fig: 4.1.1.b).

Step 3:

If the answer is incorrect, the system goes to next screen and you answer your second security question (see Fig: 4.1.2.f).

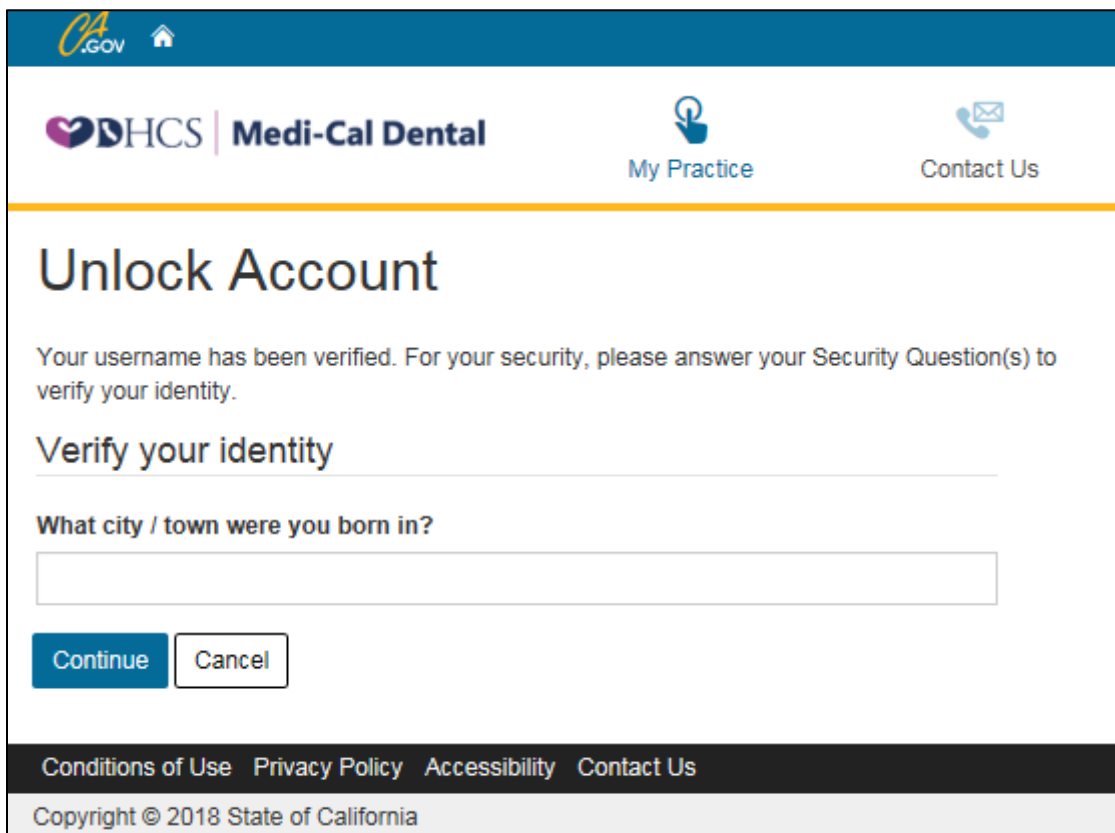


Fig: 4.1.2.f: Unlock Account Screen to Validate User – Second Security Question

Step 4:

After successfully verifying your security answer and identity, the system unlocks your account and you can log in (see Fig: 4.1.2.f).

4.1.3 Scenario 3: If Provider's Username is not verified.

If you enter an invalid username, you are not validated. A "User Not Found" error message displays (see Fig: 4.1.3.g).

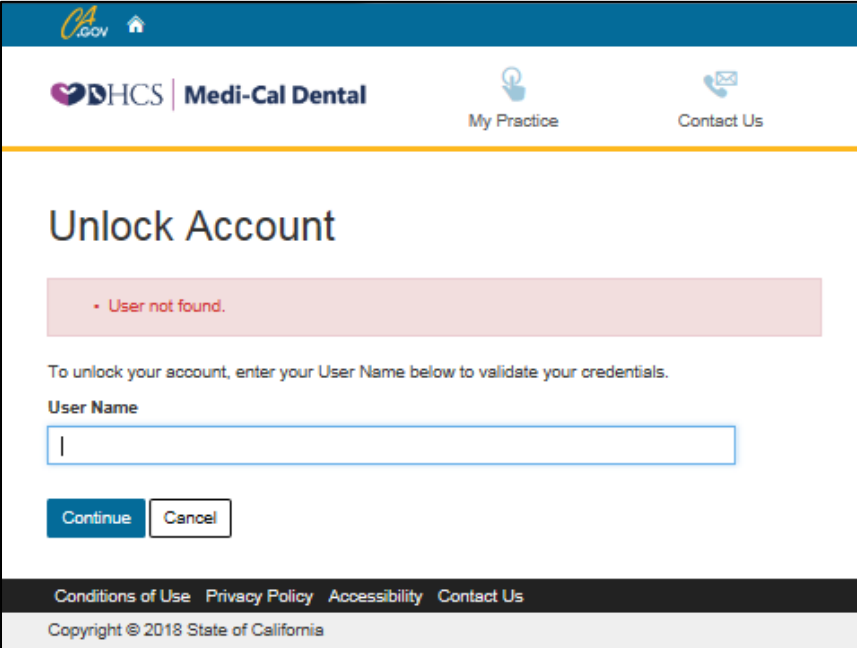
The screenshot shows the 'Unlock Account' page of the Medi-Cal Dental provider portal. At the top, there is a blue header with the 'CA.GOV' logo and a home icon. Below this is a white navigation bar with the 'DHCS | Medi-Cal Dental' logo on the left and 'My Practice' and 'Contact Us' links on the right. The main content area has a large heading 'Unlock Account'. Below the heading is a red error message box that says '• User not found.' Underneath, a text prompt reads: 'To unlock your account, enter your User Name below to validate your credentials.' This is followed by a text input field labeled 'User Name' with a cursor inside. Below the input field are two buttons: 'Continue' and 'Cancel'. At the bottom of the page, there is a dark grey footer with links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', and a copyright notice: 'Copyright © 2018 State of California'.

Fig: 4.1.3.g: Unlock Account Screen to Validate User – Incorrect Username Entered

4.1.4 Scenario 4: If a Provider is unable to unlock their account by entering invalid security answers for both questions.

If you do not answer your security questions correctly, the system goes to the "Unlock Account" page where you are instructed to send an email to DCALWebMaster@delta.org because your account was not validated (see Fig: 4.1.4.h).

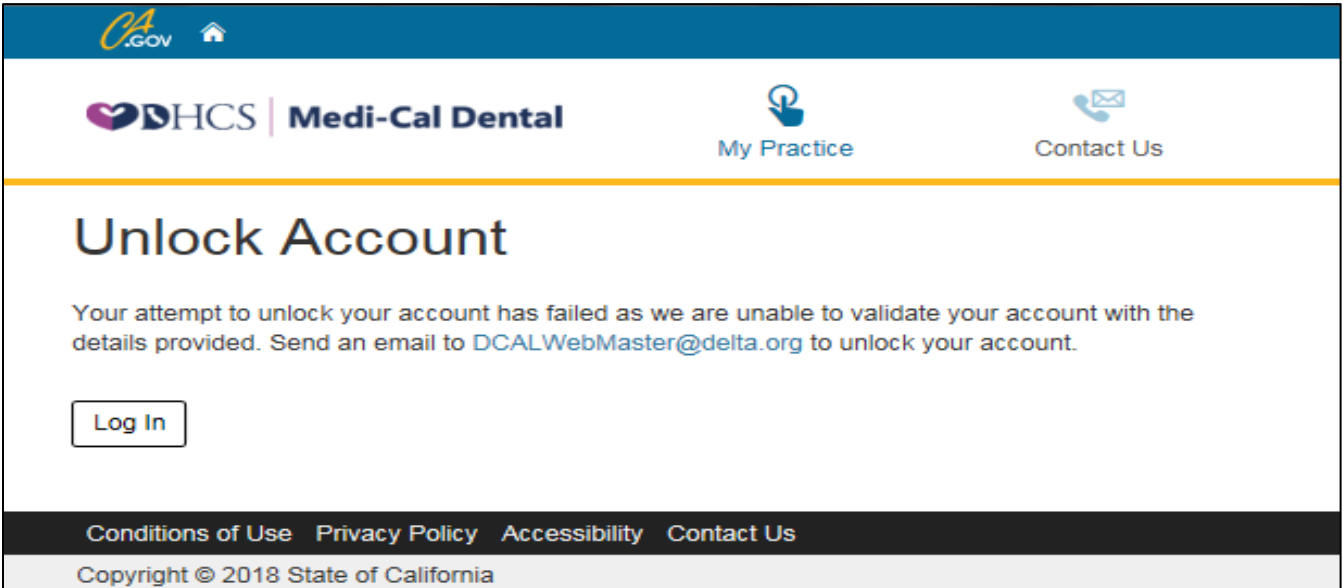
The screenshot shows the 'Unlock Account' page after a failed attempt. The header and navigation bar are identical to the previous figure. The main content area has the heading 'Unlock Account'. Below the heading, a message states: 'Your attempt to unlock your account has failed as we are unable to validate your account with the details provided. Send an email to DCALWebMaster@delta.org to unlock your account.' Below this message is a single button labeled 'Log In'. The footer is also identical to the previous figure, with links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', and the copyright notice 'Copyright © 2018 State of California'.

Fig: 4.1.4.h: Unlock Account Screen – Unable to Validate User, Send Email to Unlock Account

4.2 Password Reset Flow

If you want to reset your password, select the “Reset Password” link available on the “Provider Landing” page.

The screenshot shows the Medi-Cal Dental Provider Landing Page. At the top, there is a blue header with the CA.GOV logo and a home icon. Below this is a white navigation bar with the DHCS logo, the text 'Medi-Cal Dental', and two links: 'My Practice' with a hand icon and 'Contact Us' with an envelope icon. The main content area is titled 'Log In' and contains two input fields: '* Username' and '* Password'. Below these fields are three links: 'Login' (a blue button), 'Register', and 'Reset Password | Username Reminder'. A red arrow points to the 'Reset Password | Username Reminder' link. At the bottom, there is a dark grey footer with links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', and a copyright notice for 2018 State of California.

Fig: 4.2.i: Provider Website Landing Page – Reset Password Link

4.2.1 Scenario 1: A Provider successfully resets their password by answering only 1 security question.

Step 1:

If you click the “Reset Password” link, the system goes to the “Reset Password” screen and you enter your User Name to verify your identity (see Fig: 4.2.1.j). Click the “Continue” button to verify your User Name. If the User Name is valid, the system goes to the next page.

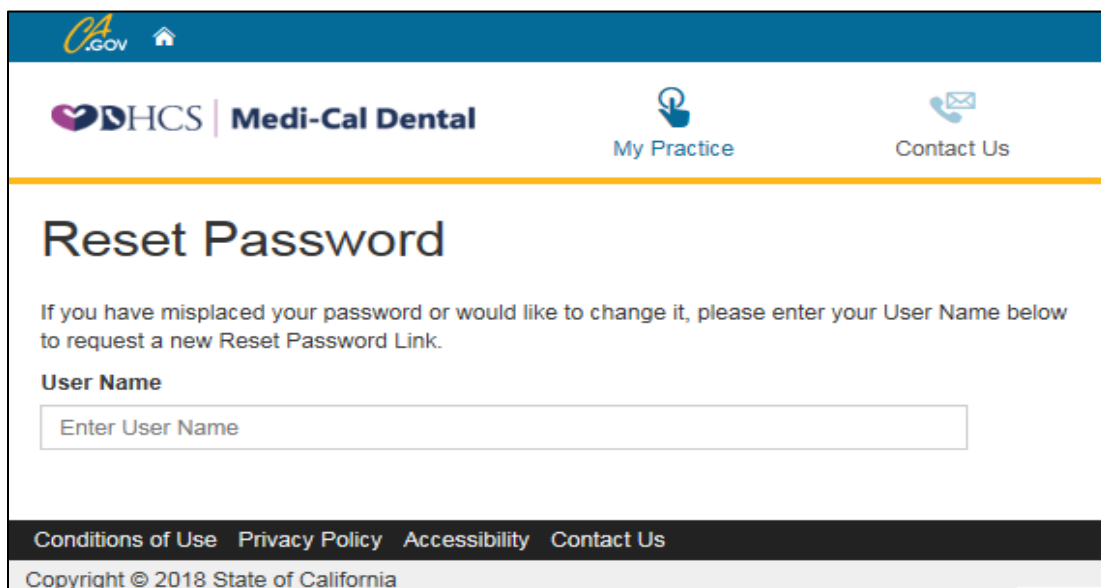
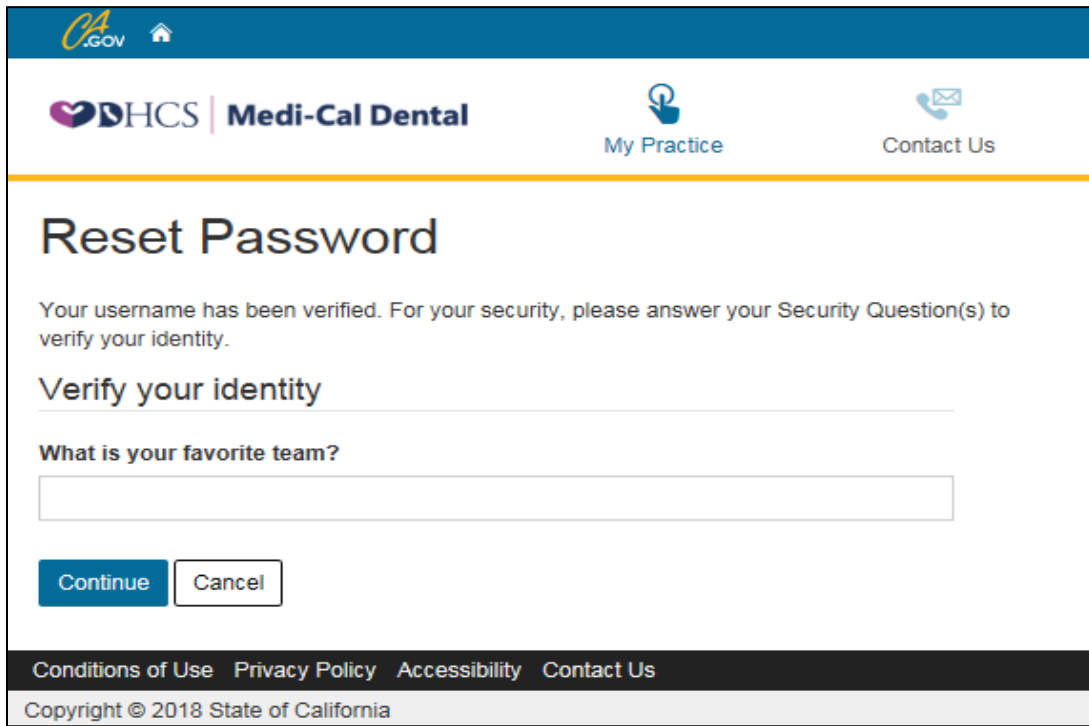
The screenshot shows the 'Reset Password' screen. At the top, there is a blue header with the CA.GOV logo and a home icon. Below this is a white navigation bar with the DHCS logo, the text 'Medi-Cal Dental', and two links: 'My Practice' with a hand icon and 'Contact Us' with an envelope icon. The main content area is titled 'Reset Password' and contains a paragraph: 'If you have misplaced your password or would like to change it, please enter your User Name below to request a new Reset Password Link.' Below this paragraph is a label 'User Name' and a text input field with the placeholder text 'Enter User Name'. At the bottom, there is a dark grey footer with links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', and a copyright notice for 2018 State of California.

Fig: 4.2.1.j: Reset Password – Provider Identification by Entering Username

Step 2:

Answer the security questions you set up during account creation to verify your identity (see Fig: 4.2.1.k).

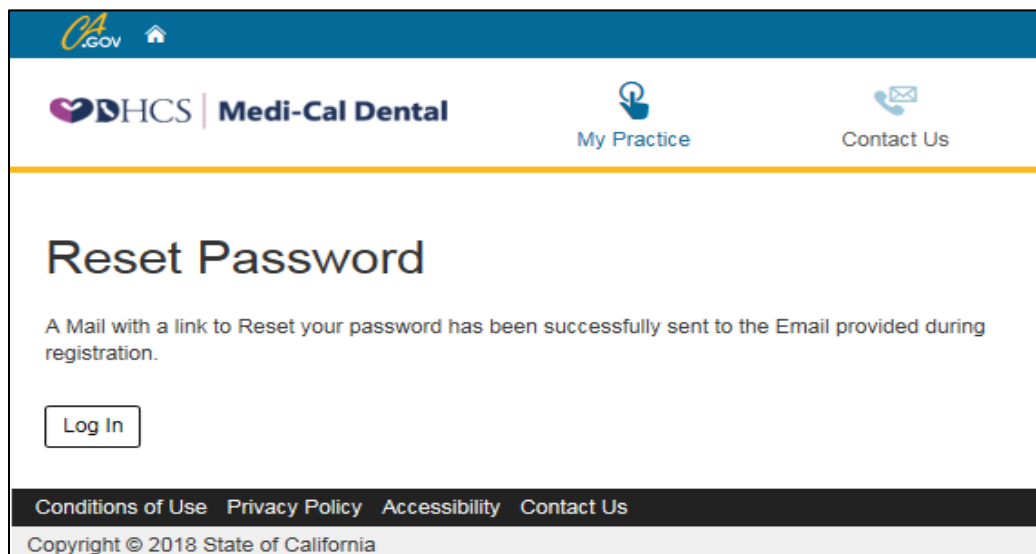


The screenshot shows the 'Reset Password' page on the Medi-Cal Dental website. The header includes the CA.GOV logo, a home icon, the DHCS Medi-Cal Dental logo, and links for 'My Practice' and 'Contact Us'. The main heading is 'Reset Password'. Below it, a message states: 'Your username has been verified. For your security, please answer your Security Question(s) to verify your identity.' The section is titled 'Verify your identity'. The security question is 'What is your favorite team?'. There is a text input field for the answer. At the bottom of the form are 'Continue' and 'Cancel' buttons. The footer contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', along with the copyright notice 'Copyright © 2018 State of California'.

Fig: 4.2.1.k: Reset Password – Provider Verification by Entering Answer for Security Question

Step 3:

After you correctly answer the security question, the system goes to the “Reset Password” page. A message displays stating that an email along with a reset password link has been sent to the email address you provided during registration (see Fig: 4.2.1.l).



The screenshot shows the 'Reset Password' page on the Medi-Cal Dental website. The header is identical to the previous figure. The main heading is 'Reset Password'. Below it, a message states: 'A Mail with a link to Reset your password has been successfully sent to the Email provided during registration.' There is a 'Log In' button. The footer is identical to the previous figure.

Fig: 4.2.1.l: Reset Password – Mail sent to User Message Screen

Step 4:

You receive an email with a “Reset Password” link (see Fig: 4.2.1.m).

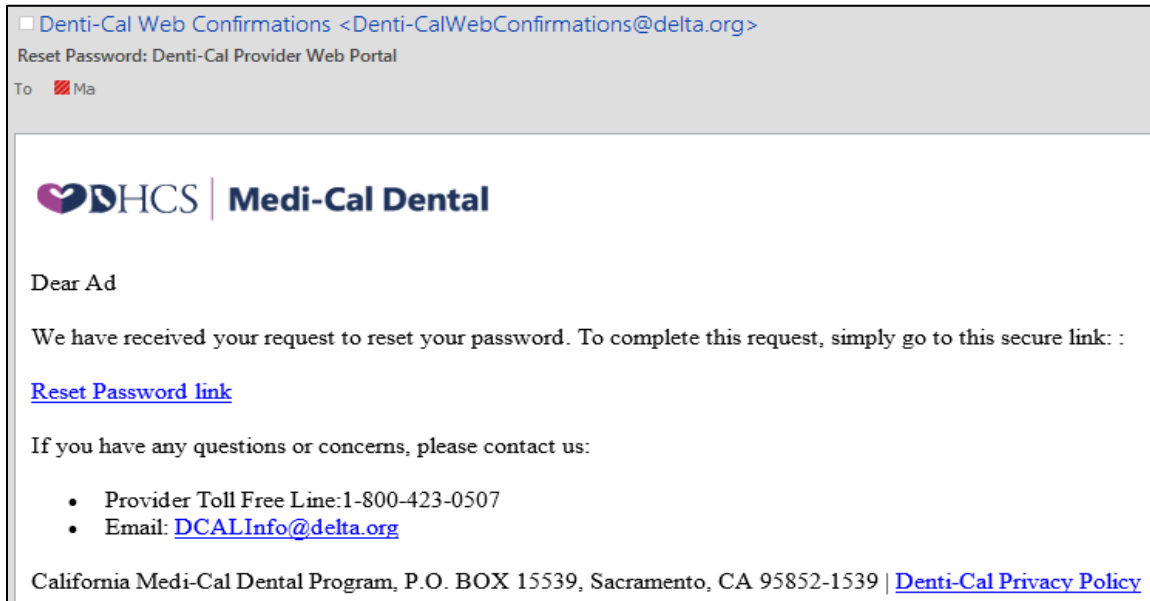


Fig: 4.2.1.m: Reset Password Link in an Email Sent to the Provider

Step 5:

Click the “Reset Password” link to go to the “Reset Password – Token Verification” page to reset your password. Enter your New Password that conforms to the password rules and confirm the New Password (see Fig: 4.2.1.n). Click the “Change Password” button.

The screenshot shows the 'Reset Password - Token Verification' page. At the top, there is a blue header with the 'CA.GOV' logo and a home icon. Below this is a white navigation bar with the 'DHCS | Medi-Cal Dental' logo on the left, and 'My Practice' and 'Contact Us' links on the right. The main content area has a large heading 'Reset Password - Token Verification'. Below the heading, a message states: 'Your Reset Password Token has been verified. Please enter your new password below to complete the process.' This is followed by the sub-heading 'Reset Password'. There are two input fields: 'New Password (case-sensitive)' and 'Confirm New Password'. Below these fields is a blue button labeled 'Change Password'. At the bottom of the page, there is a dark blue footer with links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', and a copyright notice: 'Copyright © 2018 State of California'.

Fig: 4.2.1.n: Reset Password Page

The system goes to the “Password has been updated” page (see Fig: 4.2.1.o).

The screenshot shows the 'Password has been updated' message page. It features the same header and navigation bar as the previous page. The main content area displays the heading 'Password has been updated'. Below the heading, a message says: 'Click button below to proceed to the login page.' There is a single button labeled 'Log In'. The footer is identical to the previous page, with links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', and the copyright notice 'Copyright © 2018 State of California'.

Fig: 4.2.1.o: Message – Password Updated Successfully after Provider Resets the Password

4.2.2 Scenario 2: When Providers successfully reset their password by answering the 2nd security question correctly.

Repeat steps 1 and 2 of Section 4.2.1 (Scenario 1).

If you enter an incorrect answer for the 1st security question, you are prompted to answer the 2nd security question for user identification (See Fig: 4.2.2.p).

CA.GOV

DHCS | Medi-Cal Dental

My Practice

Contact Us

Reset Password

Your username has been verified. For your security, please answer your Security Question(s) to verify your identity.

Verify your identity

What city / town were you born in?

Continue Cancel

Conditions of Use Privacy Policy Accessibility Contact Us

Copyright © 2018 State of California

Fig: 4.2.2.p: Reset Password – Provider to Answer 2nd Security Answer

If you answer the 2nd security question correctly, the system goes to the “Reset Password” page and informs you to send an email to DCALWebMaster@delta.org to reset your password.

Repeat steps 4 and 5 of Section 4.2.1 (Scenario 1) by clicking the link in the email and updating your password.

4.2.3 Scenario 3: If Providers are unable to reset their password.

If you are unable to answer both your security questions correctly, the system goes to the “Reset Password” page and informs you to email DCALWebMaster@delta.org to reset your password.

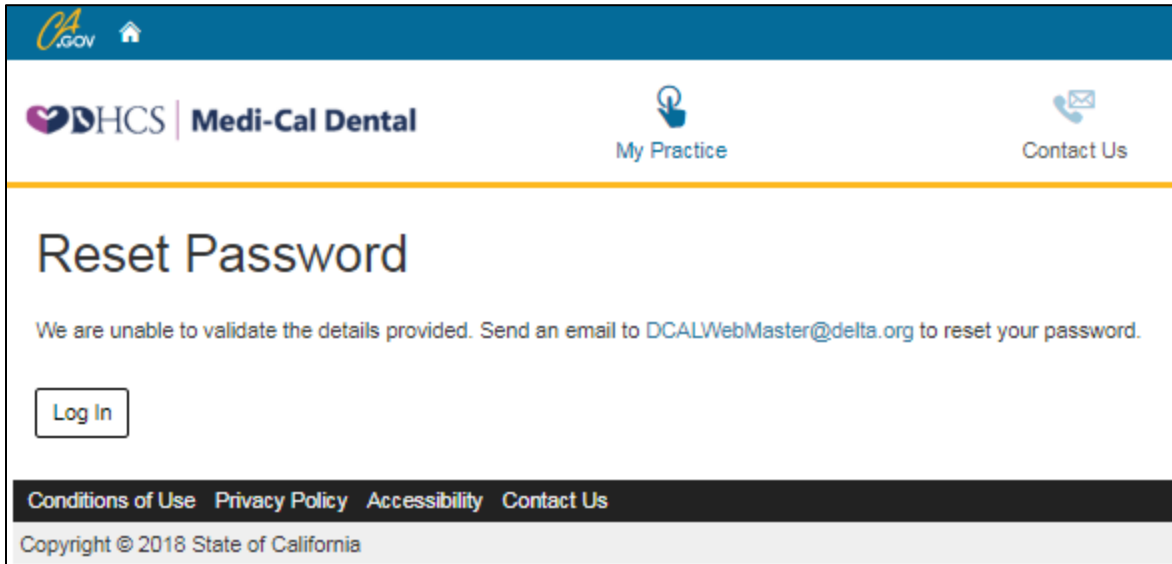
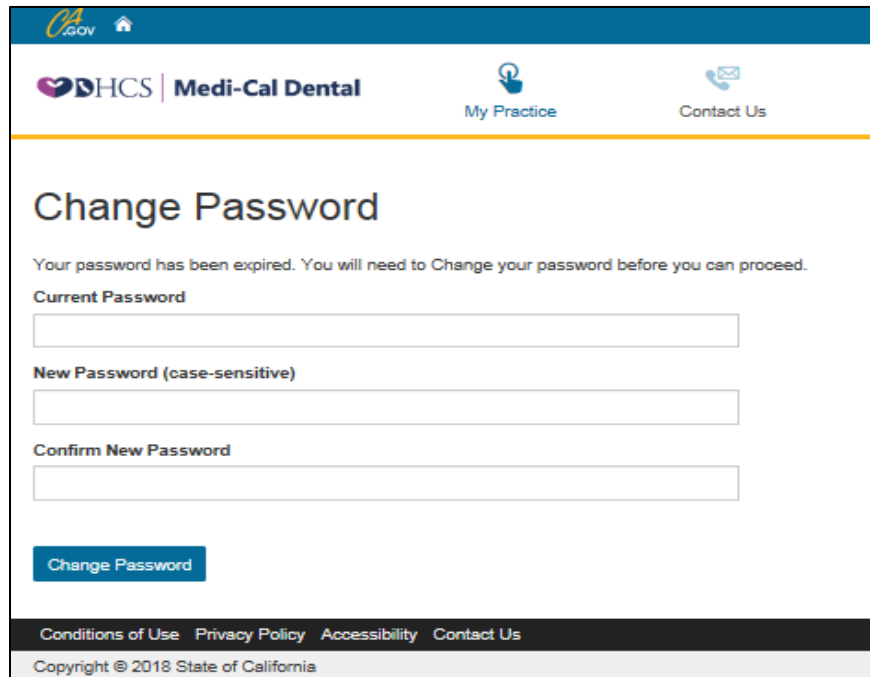


Fig: 4.2.3.q: Reset Password – User Unable to Reset Password Screen

4.2.4 Scenario 4: When a provider's password expires

You are required to change your password every 60 days. You cannot reuse your current password or any of the previous 24 used passwords.

If you click on the Login Button after your password is expired, you will be navigated to the Change Password page.

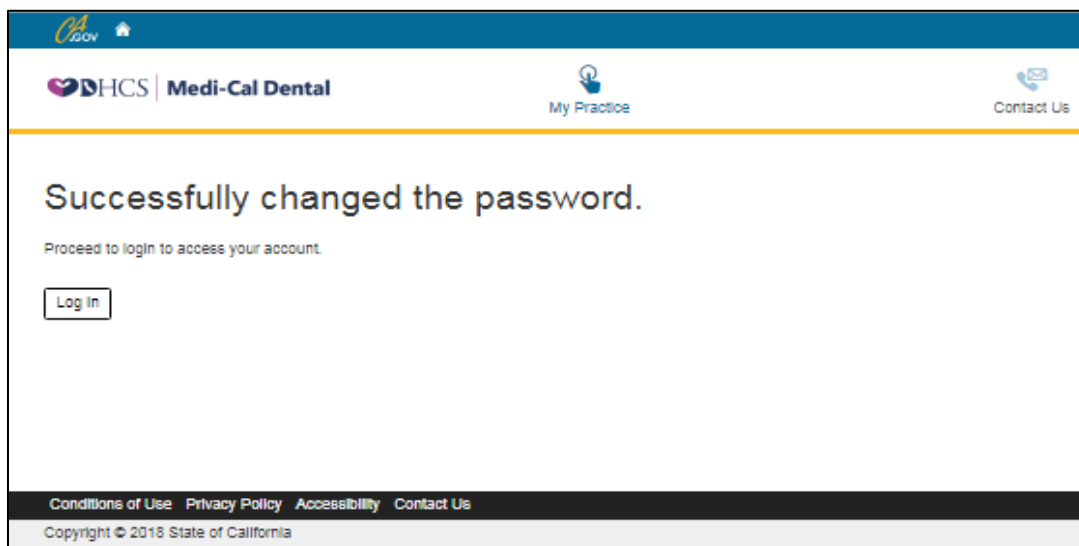


The screenshot shows the 'Change Password' page of the Medi-Cal Dental website. The header includes the CA.GOV logo, a home icon, the Medi-Cal Dental logo, and links for 'My Practice' and 'Contact Us'. The main heading is 'Change Password'. Below it, a message states: 'Your password has been expired. You will need to Change your password before you can proceed.' There are three input fields: 'Current Password', 'New Password (case-sensitive)', and 'Confirm New Password'. A blue 'Change Password' button is located below the input fields. The footer contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', along with the copyright notice 'Copyright © 2018 State of California'.

Fig: 4.2.4.r: Change Password Screen

Enter your current password and new password, according to the password rules.

When you click on Change Password Button, you will see the message that your password has been successfully updated and you can click the Log In button in order to login.

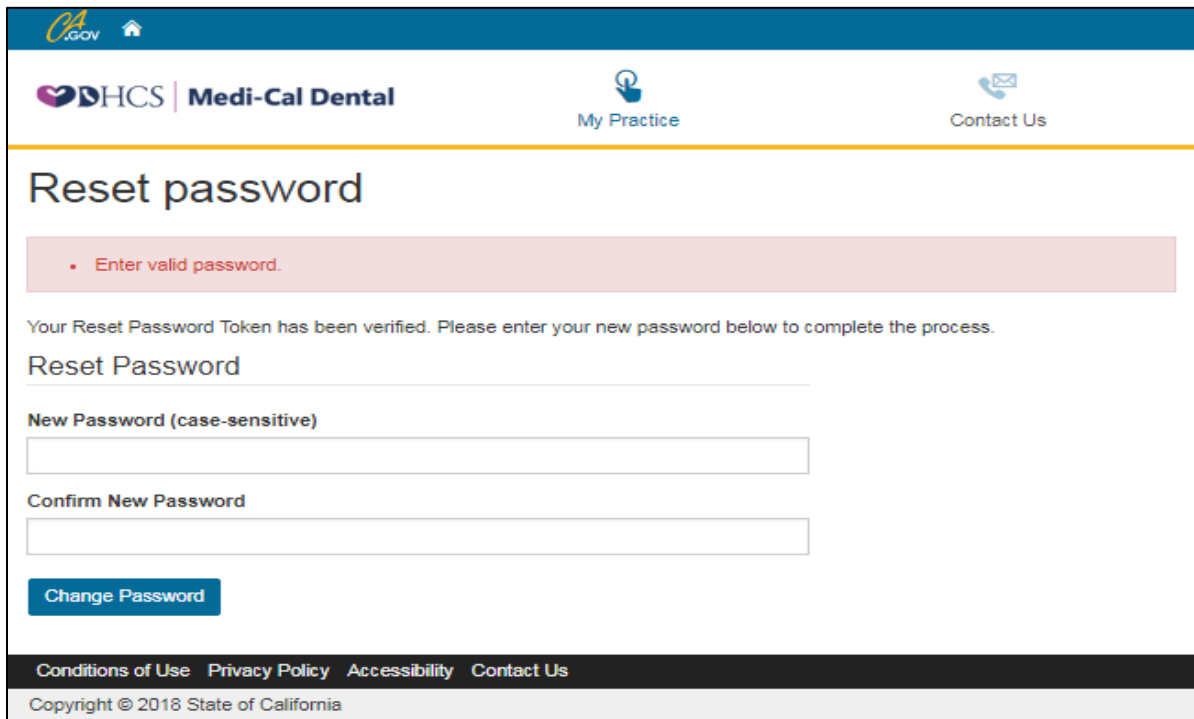


The screenshot shows the 'Successfully changed the password.' page of the Medi-Cal Dental website. The header is identical to the previous screen. The main heading is 'Successfully changed the password.' Below it, a message states: 'Proceed to login to access your account.' There is a 'Log In' button. The footer is identical to the previous screen.

Fig: 4.2.4.s: Password Successfully Updated

4.2.5 Scenario 5: If Provider enters an invalid password.

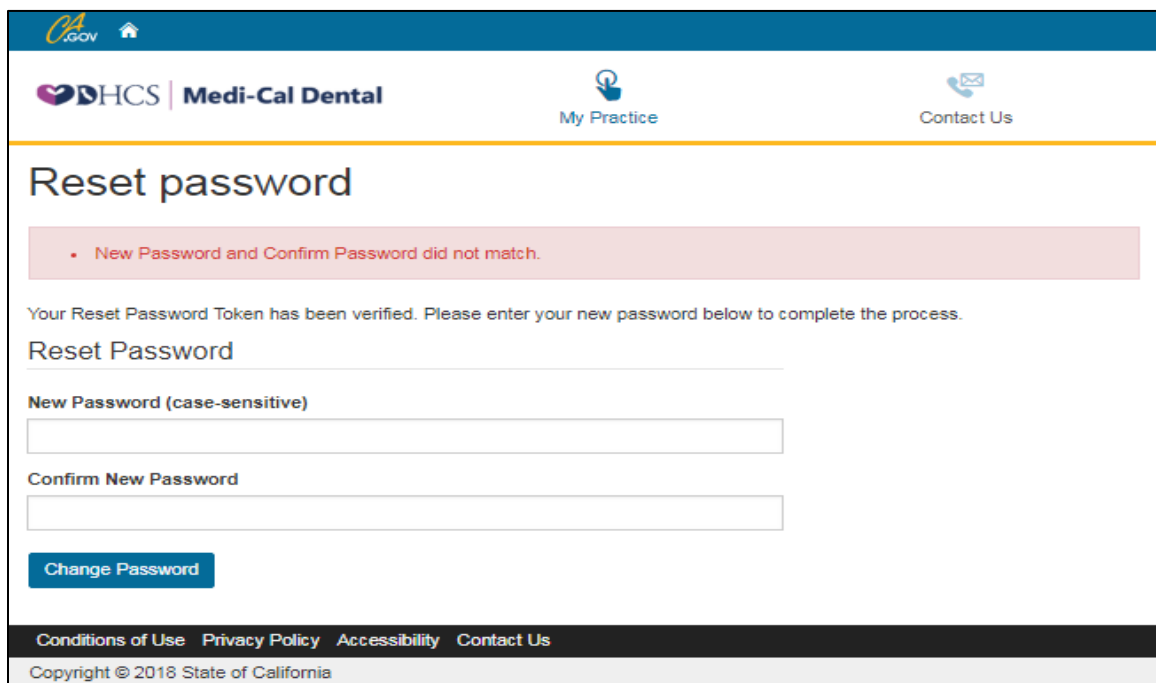
If you enter a Password that is invalid and does not conform to the password rules, an error message displays (see Fig: 4.2.4.r).



The screenshot shows the Medi-Cal Dental website's 'Reset password' page. At the top, there is a blue header with the 'CA.GOV' logo and a home icon. Below this is a white navigation bar with the 'DHCS | Medi-Cal Dental' logo, a 'My Practice' link with a hand icon, and a 'Contact Us' link with an envelope icon. The main heading is 'Reset password'. Below the heading, a red error message box contains the text 'Enter valid password.' in red. Underneath, a message states: 'Your Reset Password Token has been verified. Please enter your new password below to complete the process.' The form includes two input fields: 'New Password (case-sensitive)' and 'Confirm New Password'. A blue 'Change Password' button is positioned below the fields. At the bottom, a dark grey footer contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', along with the copyright notice 'Copyright © 2018 State of California'.

Fig: 4.2.5.t: Reset Password Error – Password Entered is Invalid

If the Password and Confirm New Password fields do not match, an error message displays (see Fig: 4.2.4.s).



This screenshot shows the same 'Reset password' page as the previous one, but with a different error message. The red error box now displays 'New Password and Confirm Password did not match.' in red text. The rest of the page, including the header, navigation bar, form fields, and footer, remains identical to the previous figure.

Fig: 4.2.5.u: Reset Password Error – Password and Confirm Password do not Match

If the Password is the same as the current or 24 previous passwords, an error message displays (see Fig: 4.2.4.t).

The screenshot shows the 'Reset password' page of the Denti-Cal Provider Website. The header includes the CA.gov logo, a home icon, the DHCS Medi-Cal Dental logo, a 'My Practice' link with a hand icon, and a 'Contact Us' link with a phone and envelope icon. The main heading is 'Reset password'. Below it, a red error message states: 'New password should not be same as the current or the previous 24.' The text below the error message reads: 'Your Reset Password Token has been verified. Please enter your new password below to complete the process.' The form includes a 'Reset Password' label, a 'New Password (case-sensitive)' label, a text input field, a 'Confirm New Password' label, another text input field, and a blue 'Change Password' button. The footer contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', along with the copyright notice 'Copyright © 2018 State of California'.

CA.gov

DHCS | Medi-Cal Dental

My Practice

Contact Us

Reset password

- New password should not be same as the current or the previous 24.

Your Reset Password Token has been verified. Please enter your new password below to complete the process.

Reset Password

New Password (case-sensitive)

Confirm New Password

[Change Password](#)

[Conditions of Use](#) [Privacy Policy](#) [Accessibility](#) [Contact Us](#)

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Fig: 4.2.5.v: Reset Password Error– Password Should not be the Same as Current or 24 Previous Passwords

5 Denti-Cal Provider Website Tabs

After completing a successful log in, you can access the “Initial Post Login” screen. The available tabs display at the top of the page (See Fig: 5.a).

The “My Practice” tab is the default home page of the provider website. Select the appropriate office location that applies to your inquiry, then click “Apply”.

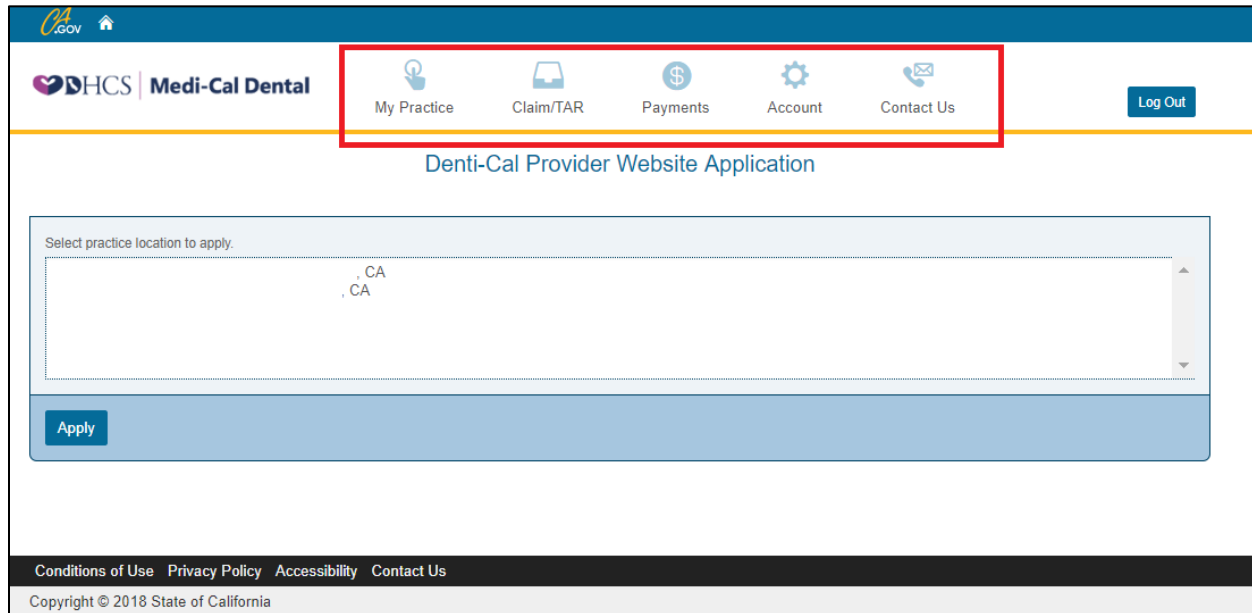


Fig: 5.a: Initial Post Login Screen

5.1 My Practice Tab

The “My Practice” tab displays the most recent activity for that service office, including claims and TAR information associated to any patient for the last 30 days. To select a different provider practice location, click the “Change Location” link to expand the location list (see Fig: 5.1.a).

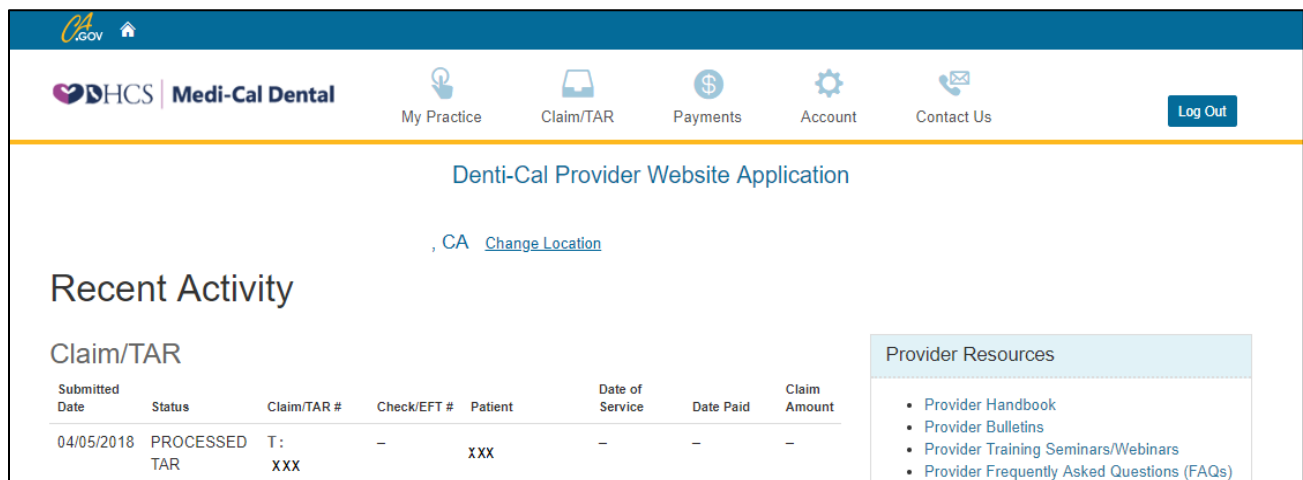


Fig: 5.1.a: Provider Website – My Practice Tab – Change Location

Select the appropriate location and click the “Apply” button to view claims specific to the selected location in the list. If you click the “Cancel” button, the location boxes close (see Fig: 5.1.b).

The screenshot shows the 'Denti-Cal Provider Website Application' interface. At the top, there's a navigation bar with 'My Practice', 'Claim/TAR', 'Payments', 'Account', and 'Contact Us' tabs. Below this, the 'Denti-Cal Provider Website Application' title is displayed. A dropdown menu is open for 'Select practice location to apply', showing a list of locations. A red arrow points to the 'Apply' button, which is circled in red.

Fig: 5.1.b: Provider Website – My Practice Tab – Change and Select Location

Click the Claim/TAR number (DCN) to get detailed information for a particular Claim/TAR. After you click the DCN, the system goes to a screen that displays specific document details (see Fig: 5.1.c and Fig: 5.1.d).



The screenshot shows the 'Denti-Cal Provider Website Application' interface. At the top, there's a navigation bar with 'My Practice', 'Claim/TAR', 'Payments', 'Account', and 'Contact Us' tabs. Below this, the 'Denti-Cal Provider Website Application' title is displayed. The 'Recent Activity' section shows a table of claims. A red circle highlights the 'Claim/TAR' column.






Submitted Date	Status	Claim/TAR	Check/EFT #	Patient	Last Visited	Date Paid
10/17/2017	PAID CLAIM	C: XXX	XXX		06/30/2017	10/17/2017
10/11/2017	SUSPENDED	C: XXX	-		09/10/2017	-
07/03/2017	PAID CLAIM	C: XXX	XXX		06/26/2017	06/18/2017

Provider Resources:

- Provider Handbook
- Provider Bulletins
- Provider Training Seminars/Webinars
- Provider Frequently Asked Questions (FAQs)
- Provider Enrollment Tool Kit
- Provider Application Forms
- Forms Reorder
- Electronic Data Interchange (EDI)

Fig: 5.1.c: Provider Website– My Practice Tab, Claim/TAR Link



Medi-Cal Dental

 My Practice
  Claim/TAR
  Payments
  Account
  Contact Us
 [Log Out](#)

Denti-Cal Provider Website Application

My Practice | Claims

Claim/TAR # 1 xxx

Claim/TAR ID: **XXX**
 Status: **PAID CLAIM**
 Status Date: **-**
 Date Paid: **03/01/2018**
 Date Submitted: **02/13/2018**
 Date of Service: **01/24/2018**

Patient Information

Beneficiary Name: **XXX**
 Beneficiary Identification Number: **XXX**
 Date of Birth: **09/11/2005**

Billing Provider

Billing Name: **XXX**

Rendering Provider

Name: **XXX**
 ID: **XXX**
 NPI #: **XXX**

Procedures

#	Tooth	Surface	Procedure	Date of Service
1			D0140 - LIMITED ORAL EVALUATION	01/24/2018

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[Privacy Policy](#)
[Accessibility](#)
[Contact Us](#)

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Fig: 5.1.d: Provider Website – My Practice Tab – Individual Claim/TAR Details

Another column on the “My Practice” tab under recent activity is “Check/EFT.” This column links the payment record that is associated with a claim. Payment details fall under the category of “Provider Financials.” Click the link for a particular check/EFT. The system displays a screen with a field to enter your Denti-Cal PIN to allow you to access the payment details (see Fig: 5.1.e).

CA.GOV

Medi-Cal Dental

My Practice Claim/TAR Payments Account Contact Us Log Out

Denti-Cal Provider Website Application

My Practice : Claims

, CA [Change Location](#)

Payment History

Enter your Denti-Cal PIN to access financials.

Continue

Conditions of Use Privacy Policy Accessibility Contact Us

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Fig: 5.1.e: Provider Website – My Practice Tab – Check/EFT – Enter PIN Screen

If you do not enter the correct Denti-Cal PIN and click the “Continue” button, the following error message displays (see Fig: 5.1.f).

CA.GOV

Medi-Cal Dental

My Practice Claim/TAR Payments Account Contact Us Log Out

Denti-Cal Provider Website Application

My Practice : Checks

• PIN is not valid

Enter your Denti-Cal PIN to access financials.

Continue

Conditions of Use Privacy Policy Accessibility Contact Us

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Fig: 5.1.f: Provider Website – My Practice Tab – Check/EFT – PIN not Valid Screen

5.2 Claim/TAR Tab

Click the “Claim/TAR” tab to view Your Claims and TARs for the past two years. You can change the service office location you want to inquire on by selecting “[Change Location](#)”.

You can search claims based on:

- Patient Name
- Claim/TAR number
- Date of Service
- Claim Amount
- Duration

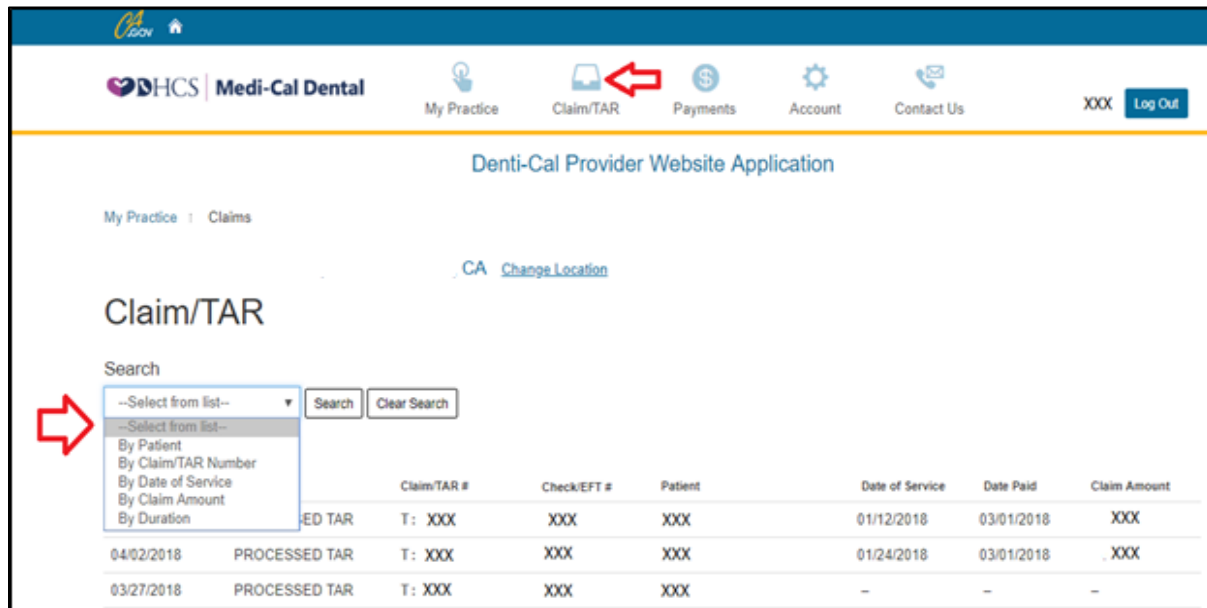


Fig: 5.2.g: Provider Website – Claim/TAR Tab

Similar to the “My Practice” tab, you can click an individual claim/TAR # to display its corresponding details. After you click the Check/EFT # link, the system prompts you to enter your Denti-Cal PIN. This link is not accessible unless you enter the correct Denti-Cal PIN.

5.2.1 Steps to search Claim/TAR by Patient Name

Click on Claim/TAR tab. Select ‘By Patient’ from the drop-down list under Claim/TAR tab. Enter any patient’s name whose claims you want to search in the box provided having text ‘Enter Patient Name’ and click on Search button. (see Fig: 5.2.h)

The screenshot shows the 'Denti-Cal Provider Website Application' interface. At the top, there's a navigation bar with 'CA.GOV' and a home icon. Below it, the 'DHCS | Medi-Cal Dental' logo is on the left, and navigation links for 'My Practice', 'Claim/TAR', 'Payments', 'Account', and 'Contact Us' are in the center. A 'Log Out' button is on the right. The main header area displays 'Denti-Cal Provider Website Application' and 'My Practice | Claims'. Below this, the location is set to 'VISTA, CA' with a 'Change Location' link. The 'Claim/TAR' section features a search bar with a dropdown menu set to 'By Patient'. The search input field contains 'CESAR ZEPEDA', and there are 'Search' and 'Clear Search' buttons. Below the search bar, it says 'Showing 1 of 1'. A table displays the search results with columns: Submitted Date, Status, Claim/TAR #, Check/EFT #, Patient, Date of Service, Date Paid, and Claim Amount. The first row shows: 02/23/2018, PROCESSED TAR, T: XXX, -, CESAR ZEPEDA, -, -, -. At the bottom, there are links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', along with a copyright notice: 'Copyright © 2018 State of California'.

Fig: 5.2.h: Provider Website: Claim/TAR Tab (Search by Patient Name)

5.2.1.1 If wrong patient name entered or a name entered which does not exist in the list

If you enter a wrong patient name:

This screenshot shows the same 'Denti-Cal Provider Website Application' interface as the previous one, but with an error. The search bar now contains '12345'. Below the search bar, a message box with an orange exclamation mark icon states: 'Please match the requested format. Enter patient name using alphabetical (a-z) letters only.' The table below the message shows 'Showing 1 of 4' results, but the table content is partially obscured by the error message. The table headers are: Submitted Date, Status, Claim/TAR #, Check/EFT #, Patient, Date of Service, Date Paid, and Claim Amount. The navigation bar and other UI elements are identical to the previous screenshot.

Fig: 5.2.1.1.a: Provider Website: Claim/TAR Tab: Wrong patient name entered

When you enter a name, which does not exist in the list:

The screenshot shows the Denti-Cal Provider Website Application interface. The top navigation bar includes links for My Practice, Claim/TAR, Payments, Account, and Contact Us, along with a Log Out button. The main header displays 'Denti-Cal Provider Website Application' and 'My Practice | Claims'. Below this, there is a location selector set to 'CA' with a 'Change Location' link. The 'Claim/TAR' section features a search bar with a dropdown menu set to 'By Patient'. The search input field contains the text 'madhura'. To the right of the input field are 'Search' and 'Clear Search' buttons. Below the search bar, it indicates 'Showing 0 of 0'. A table with the following headers is shown: Submitted Date, Status, Claim/TAR #, Check/EFT #, Patient, Date of Service, Date Paid, and Claim Amount. The table body contains the text 'No Claims Found'. At the bottom, there is a footer with links for Conditions of Use, Privacy Policy, Accessibility, and Contact Us, and a copyright notice for 2018 State of California.

Fig: 5.2.1.1.b: Provider Website: Claim/TAR Tab: Wrong patient name entered

5.2.2 Steps to search Claim/TAR by Claim/TAR Number

Click on Claim/TAR tab. Select 'By Claim/TAR Number' from the drop-down list under Claim/TAR tab. Enter any claim or TAR number you want to search in the box provided having text 'Enter Claim/TAR Number' and click on Search button. (see Fig: 5.2.2.k)

The screenshot shows the Denti-Cal Provider Website Application interface. The top navigation bar includes links for My Practice, Claim/TAR, Payments, Account, and Contact Us, along with a Log Out button. The main header displays 'Denti-Cal Provider Website Application' and 'My Practice | Claims'. Below this, there is a location selector set to 'CA' with a 'Change Location' link. The 'Claim/TAR' section features a search bar with a dropdown menu set to 'By Claim/TAR Number'. The search input field contains the text '170610'. To the right of the input field are 'Search' and 'Clear Search' buttons. Below the search bar, it indicates 'Showing 1 of 1'. A table with the following headers is shown: Submitted Date, Status, Claim/TAR #, Check/EFT #, Patient, Date of Service, Date Paid, and Claim Amount. The table body contains one row of data: Submitted Date: 03/26/2018, Status: PROCESSED TAR, Claim/TAR #: T: xxx, Check/EFT #: -, Patient: VALERIA BELTRAN, Date of Service: -, Date Paid: -, Claim Amount: -. At the bottom, there is a footer with links for Conditions of Use, Privacy Policy, Accessibility, and Contact Us, and a copyright notice for 2018 State of California.

Fig: 5.2.2.i: Provider Website: Claim/TAR Tab: Search by Claim/TAR Number

5.2.2.1 If you enter an invalid Claim/TAR number or a number which does not exist.
If you enter an invalid number with alphabets:

The screenshot shows the 'Claim/TAR' tab of the Denti-Cal Provider Website Application. The search dropdown is set to 'By Claim/TAR Number' and the input field contains 'abcd'. A red error message box is displayed, stating: 'Please match the requested format. Enter Claim/TAR Number (Only numbers allowed)'. Below the search area, a table header is visible with columns: Submitted Date, Status, Claim/TAR #, Check/EFT #, Patient, Date of Service, Date Paid, and Claim Amount. The table currently shows 'Showing 1 of 1' results.

Fig: 5.2.2.1.a: Provider Website: Claim/TAR Tab: Invalid Claim number entered

If you enter a number which does not exist in the list:

The screenshot shows the 'Claim/TAR' tab of the Denti-Cal Provider Website Application. The search dropdown is set to 'By Claim/TAR Number' and the input field contains '12345'. The search results show 'Showing 0 of 0' and the message 'No Claims Found'. The table header is visible with columns: Submitted Date, Status, Claim/TAR #, Check/EFT #, Patient, Date of Service, Date Paid, and Claim Amount. The footer contains links for Conditions of Use, Privacy Policy, Accessibility, and Contact Us, along with the copyright notice 'Copyright © 2018 State of California'.

Fig: 5.2.2.1.b: Provider Website: Claim/TAR Tab: Wrong Claim/TAR number entered

5.2.3 Steps to search Claim/TAR by Date of Service.

Click on Claim/TAR tab. Select 'By Date of Service' from the drop-down list under Claim/TAR tab. Enter a date of service of the claim you want to search in the date picker in MM/DD/YYYY format or select from the calendar and click on Search button. (see Fig: 5.2.3.m)

The date selected for search will only display claims that match the earliest date of service listed on your claims. If the claims contain other date of service, you will be able to view them in claim details.

CA.GOV

My Practice Claim/TAR Payments Account Contact Us Log Out

Denti-Cal Provider Website Application

My Practice | Claims

CA [Change Location](#)

Claim/TAR

Search

By Date of Service 01/24/2018 Search Clear Search

NOTE: The date entered for your search will result in displaying claims that match the earliest date of service listed on your claim. If the claim contains other dates of service you will be able to view them in the claim detail. To view the claim detail, click on the DCN that is displayed in the search results list.

Showing 1 of 1

Submitted Date	Status	Claim/TAR #	Check/EFT #	Patient	Date of Service	Date Paid	Claim Amount
02/13/2018	PAID CLAIM	C: xxx	001xxx	ALAN xxx	01/24/2018	03/01/2018	35.00

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Fig: 5.2.3.j: Provider Website: Claim/TAR Tab- Search by Date of Service

5.2.3.1 If you enter or select a date of service which does not exist for any claim:

The screenshot shows the Denti-Cal Provider Website Application interface. The top navigation bar includes links for My Practice, Claim/TAR, Payments, Account, and Contact Us, along with a Log Out button. The main content area displays the 'Claim/TAR' search results for a date of service of 08/15/2018. A note states: 'NOTE: The date entered for your search will result in displaying claims that match the earliest date of service listed on your claim. If the claim contains other dates of service you will be able to view them in the claim detail. To view the claim detail, click on the DCN that is displayed in the search results list.' The search results table shows 'Showing 0 of 0' and 'No Claims Found'.

Submitted Date	Status	Claim/TAR #	Check/EFT #	Patient	Date of Service	Date Paid	Claim Amount
No Claims Found							

Fig. 5.2.3.1.a: Provider Website: Claim/TAR Tab- Search by Date of Service (wrong date selected)

5.2.4 Steps to search Claim/TAR by Claim Amount

Click on Claim/TAR tab. Select 'By Claim Amount' from the drop-down list under Claim/TAR tab. You will see a drop down having values 'Equals to', 'Less than' and 'Greater Than', along with a text box where you will enter a value you want to search depending on the selection from the drop down and click on Search button. (see Fig: 5.2.4.k)

The screenshot shows the Denti-Cal Provider Website Application interface. The top navigation bar includes links for My Practice, Claim/TAR, Payments, Account, and Contact Us, along with a Log Out button. The main content area displays the 'Claim/TAR' search results for a claim amount. The search results table shows 'Showing 1 of 4' and a single claim entry.

Submitted Date	Status	Check/EFT #	Patient	Date of Service	Date Paid	Claim Amount
04/05/2018	PROCESSED TAR	T: XXX	XXX	-	-	-

Fig. 5.2.4.k: Provider Website: Claim/TAR Tab- Search by Claim Amount

On selection of Equal to: You can enter a specific amount in the text box, you want to search and get claims of that specific amount.

The screenshot shows the 'Claim/TAR' search results page. The search criteria are 'By Claim Amount', 'equal to', and '840'. The results table shows 1 of 1 results.

Submitted Date	Status	Claim/TAR #	Check/EFT #	Patient	Date of Service	Date Paid	Claim Amount
07/10/2017	PAID CLAIM	C: XXX	XXX	HENRY XXX	09/07/2017	12/21/2017	840.00

Fig: 5.2.4.l: Provider Website: Claim/TAR Tab- Search by Claim Amount (Equals to)

On selection of Less than: You can enter an amount in the text box and get all the claims less than the entered amount.

The screenshot shows the 'Claim/TAR' search results page. The search criteria are 'By Claim Amount', 'less than', and '35'. The results table shows 1 of 1 results.

Submitted Date	Status	Claim/TAR #	Check/EFT #	Patient	Date of Service	Date Paid	Claim Amount
11/11/2016	PAID CLAIM	C: XXX	XXX	FELIP XXX	10/21/2016	11/23/2016	0.00

Fig: 5.2.4.m: Provider Website: Claim/TAR Tab- Search by Claim Amount (Less Than)

On selection of Greater than: You can enter an amount and get all the claims greater than the entered amount.

The screenshot shows the 'Claim/TAR' search results page. The search criteria are 'By Claim Amount', 'greater than', and '800'. The results table shows 1 of 1 results.

Submitted Date	Status	Claim/TAR #	Check/EFT #	Patient	Date of Service	Date Paid	Claim Amount
07/10/2017	PAID CLAIM	C: XXX	XXX	XXX	09/07/2017	12/21/2017	840.00

Fig: 5.2.4.n: Provider Website: Claim/TAR Tab- Search by Claim Amount (Greater Than)

5.2.4.1 If you enter an invalid amount:

This message will be displayed for any selection from the drop down if incorrect amount entered.

The screenshot shows the 'Claim/TAR' search results page with an error message. The search criteria are 'By Claim Amount', 'equal to', and 'asd'. The error message states: 'Please match the requested format. Enter Claim Amount (Only numbers till two decimal places allowed)'.

Submitted Date	Status	Claim/TAR #	Check/EFT #	Patient	Date of Service	Date Paid	Claim Amount
----------------	--------	-------------	-------------	---------	-----------------	-----------	--------------

Fig: 5.2.4.1.a: Provider Website: Claim/TAR Tab- Search by Claim Amount (If invalid amount entered)

5.2.5 Steps to search Claim/TAR by Duration

Click Claim/Tar tab. Select 'By Duration' from the drop-down list under Claim/TAR tab. You will see a drop down having values 'Last 30 days', 'Last 60 days' and 'Last 90 days' and 'All'. You can select any value based on the duration and click 'Search'. (see Fig: 5.2.5.o)

The screenshot shows the 'Denti-Cal Provider Website Application' interface. At the top, there's a navigation bar with 'My Practice', 'Claim/TAR', 'Payments', 'Account', and 'Contact Us' tabs. The 'Claim/TAR' tab is active. Below the navigation bar, the page title is 'Denti-Cal Provider Website Application'. The main content area shows 'My Practice : Claims' and a location selector 'CA' with a 'Change Location' link. The 'Claim/TAR' section has a search bar with a dropdown menu set to 'By Duration'. The dropdown menu is open, showing options: '--Select from list--', 'Last 30 days', 'Last 60 days', 'Last 90 days', and 'All'. To the right of the dropdown are 'Search' and 'Clear Search' buttons. Below the search bar, a table displays search results. The table has columns: Submitted Date, Status, T: XXX, Check/EFT #, Patient, Date of Service, Date Paid, and Claim Amount. One result is shown: Submitted Date 04/05/2018, Status PROCESSED TAR, T: XXX, Check/EFT # -, Patient XXX, Date of Service -, Date Paid -, Claim Amount -.

Fig: 5.2.5.o: Provider Website: Claim/TAR Tab- Search by Duration

5.3 Payments

To check your financial information, click the "Payments" tab and enter the Denti-Cal PIN that is specific to your office location (see Fig: 5.3.1.p).

5.3.1 Scenario 1: When provider enters correct PIN.

The screenshot shows the 'Denti-Cal Provider Website Application' interface. At the top, there's a navigation bar with 'My Practice', 'Claim/TAR', 'Payments', 'Account', and 'Contact Us' tabs. The 'Payments' tab is active. Below the navigation bar, the page title is 'Denti-Cal Provider Website Application'. The main content area shows 'My Practice : Claims' and a location selector 'CA' with a 'Change Location' link. The 'Payment History' section has a text input field for 'Enter your Denti-Cal PIN to access financials.' and a 'Continue' button. A red arrow points to the input field. At the bottom, there's a footer with links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', and a copyright notice 'Copyright © 2018 State of California'.

Fig: 5.3.1.p: Provider Website – Payments Tab – Enter PIN

After you enter the PIN correctly, the system goes to the “Payment History” screen and you can view your payment history (see Fig: 5.3.1.q).

Denti-Cal Provider Website Application

My Practice : Claims

, CA [Change Location](#)

Payment History

Week Ending	Check/EFT #	Status	Amount
04/26/2018	XXX	Automatic	\$1 XXX
04/19/2018	XXX	Automatic	\$ XXX
04/05/2018	XXX	Automatic	\$ XXX
03/29/2018	XXX	Automatic	\$: XXX
03/22/2018	XXX	Automatic	\$ XXX
03/15/2018	XXX	Automatic	\$ XXX
03/08/2018	XXX	Automatic	\$ XXX
03/01/2018	XXX	Automatic	\$ XXX

2018 Financials

Year to Date

Income/expense	YTD Amount
Earnings	\$ XXX 50
Amount Paid	\$ XXX 50

Monthly Claims

Month	Amount Paid	Claims Count
January	\$ XXX 0	41

Fig: 5.3.1.q: Provider Website – Payments Tab – Payment History

Similar to “My Practice” and “Claims” tabs, you can view your Check/EFT by clicking the applicable Check/EFT # link in the Check/EFT # column (see Fig: 5.3.2.r).

Denti-Cal Provider Website Application

My Practice : Checks

Check # 00

Issue Date: 04/05/2018
 Amount: \$ XXX
 Status: –
 Status Date: –
 Type: Automatic
 Reason: AP-CHECK
 Paid Under Check: –

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Fig: 5.3.2.r: Provider Website – Payments Tab – Check/EFT#

5.3.2 Scenario 2: When provider enters an incorrect PIN.

If you enter an incorrect PIN, you cannot view your payment history and the “PIN is not valid” message displays (see Fig: 5.3.2.s).

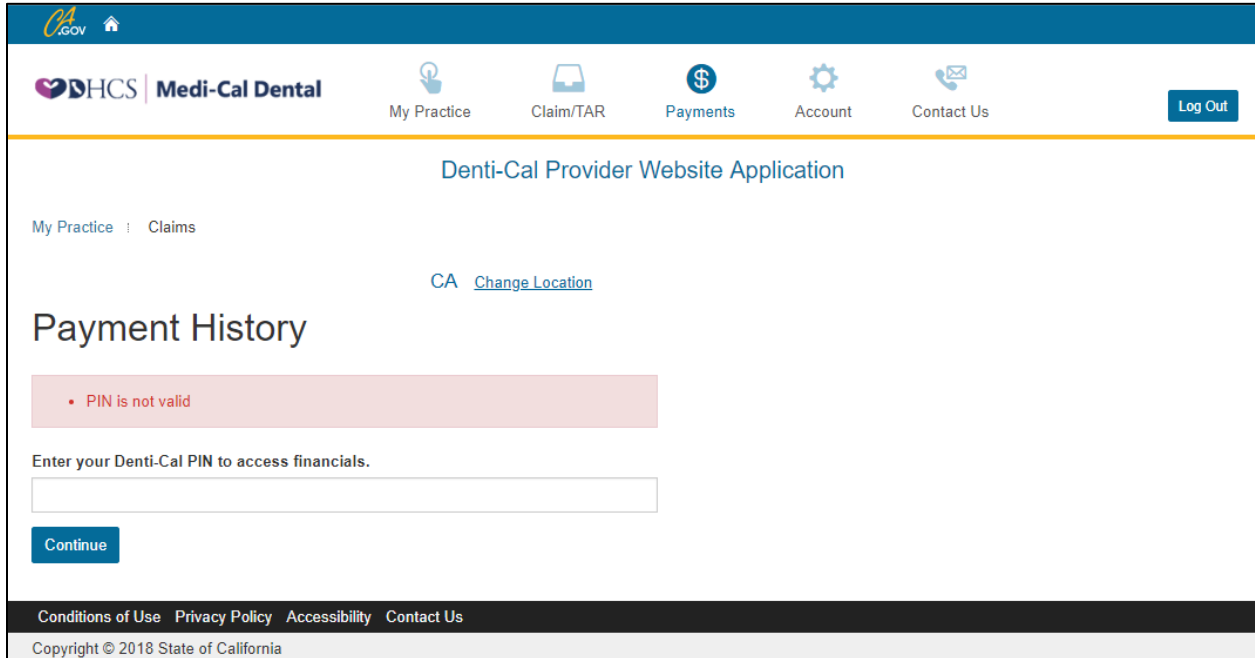
The screenshot shows the Denti-Cal Provider Website Application interface. At the top, there is a blue header with the CA.gov logo and a home icon. Below this is a navigation bar with icons and labels for 'My Practice', 'Claim/TAR', 'Payments', 'Account', and 'Contact Us', along with a 'Log Out' button. The main content area has a title 'Denti-Cal Provider Website Application' and a breadcrumb 'My Practice : Claims'. Below this, there is a link 'CA Change Location'. The section is titled 'Payment History'. A red error message box states '• PIN is not valid'. Below the error message, there is a text prompt 'Enter your Denti-Cal PIN to access financials.' followed by a text input field and a 'Continue' button. At the bottom, there is a footer with links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', and a copyright notice 'Copyright © 2018 State of California'.

Fig: 5.3.2.s: Provider Website – Payments Tab – PIN not Valid

5.4 Account Tab

You can view and edit/update your personal information like Email Address, First Name, Last Name, Password and Security Questions.

5.4.1 Scenario 1: If a Provider is an Administrator (Admin).

The Denti-Cal Provider Website’s administrator has different rights than regular users. Admin providers can view and update the details of other users through the “Manage Users” tab (see Fig: 5.4.1.t).

The screenshot shows the Denti-Cal Provider Website Application interface. At the top, there is a navigation bar with the Medi-Cal Dental logo and several icons: My Practice, Claim/TAR, Payments, Account (highlighted with a red arrow), and Contact Us. A 'Log Out' button is located in the top right corner. Below the navigation bar, the main heading is 'Denti-Cal Provider Website Application'. On the left side, there is a sidebar with 'My Profile' and 'Manage Users' (highlighted with a red arrow). The main content area is titled 'User Profile' and contains the following sections:

- Username:** A text input field.
- Contact Information:**
 - E-mail Address:** A text input field with the placeholder 'MDes XXX @ XXX'.
 - First Name:** A text input field with the placeholder 'XXX'.
 - Last Name:** A text input field with the placeholder 'XXX'.
- Update Password:**
 - Current Password:** A text input field.
 - Change Password:** A blue button.
- Password Reminder:**
 - A paragraph: 'If you forget your password, your security questions and answers will help us verify your identity.'
 - Security Question 1:** A dropdown menu with the option 'What is your favorite team?'.
 - Security Answer 1:** A text input field with the placeholder 'barca'.
 - Security Question 2:** A dropdown menu with the option 'What city / town were you born in?'.
 - Security Answer 2:** A text input field with the placeholder 'sfo'.
 - Update Profile:** A blue button.

At the bottom of the page, there is a footer with links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', and a copyright notice: 'Copyright © 2018 State of California'.

Fig: 5.4.1.t: Provider Website – Account Tab – Admin User

5.4.2 Scenario 2: When a provider is a Regular User.

Regular Users cannot view the “Manage Users” tab. They can only update/view their own details (see Fig: 5.4.2.u).

The screenshot displays the 'Denti-Cal Provider Website Application' interface. At the top, a blue navigation bar contains the 'CA.gov' logo, a home icon, and the 'Medi-Cal Dental' logo. To the right of these are icons and labels for 'My Practice', 'Claim/TAR', 'Payments', 'Account' (highlighted with a red arrow), and 'Contact Us'. A 'Log Out' button is located in the top right corner. Below the navigation bar, the page title 'Denti-Cal Provider Website Application' is centered. The main content area is titled 'User Profile'. It includes a 'Username:' label, a 'Contact Information' section with fields for 'E-mail Address' (containing 'MDes XXX @ XXX'), 'First Name' (containing 'XXX'), and 'Last Name' (containing 'XXX'). Below this is an 'Update Password' section with a 'Current Password' field and a 'Change Password' button. The 'Password Reminder' section contains a paragraph: 'If you forget your password, your security questions and answers will help us verify your identity.' It follows with two security questions: 'Security Question 1' (a dropdown menu showing 'What is your favorite team?') and 'Security Answer 1' (a text field containing 'XXX'). The second question is 'Security Question 2' (a dropdown menu showing 'What city / town were you born in?') and 'Security Answer 2' (a text field containing 'XXX'). An 'Update Profile' button is positioned at the bottom of the form. The footer contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', along with the copyright notice 'Copyright © 2018 State of California'.

CA.gov

Medi-Cal Dental

My Practice Claim/TAR Payments Account Contact Us

Log Out

Denti-Cal Provider Website Application

User Profile

Username:

Contact Information

E-mail Address

MDes XXX @ XXX

First Name

XXX

Last Name

XXX

Update Password

Current Password

Change Password

Password Reminder

If you forget your password, your security questions and answers will help us verify your identity.

Security Question 1

What is your favorite team?

Security Answer 1

XXX

Security Question 2

What city / town were you born in?

Security Answer 2

XXX

Update Profile

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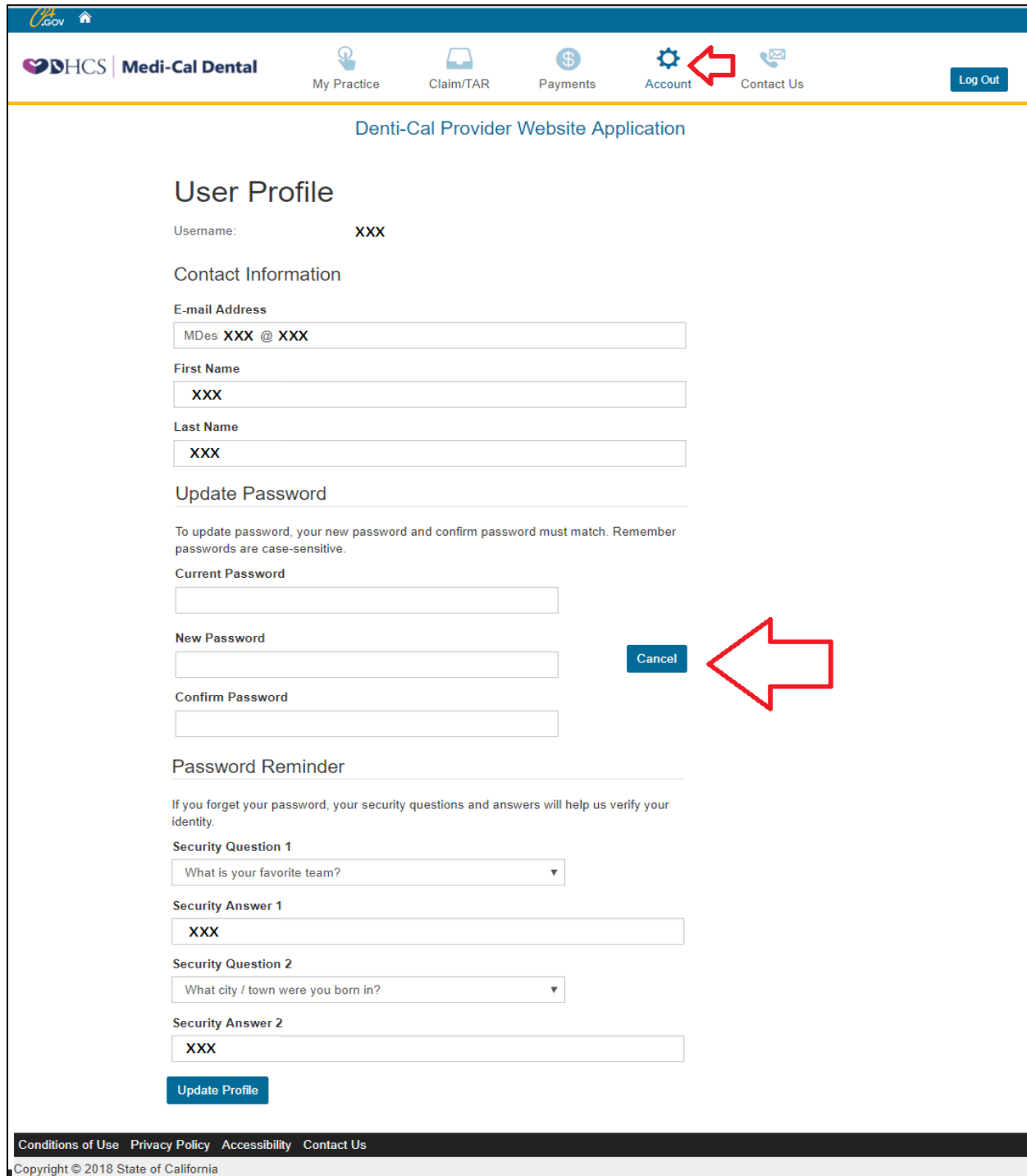
Fig: 5.4.2.u: Provider Website – Account Tab – Regular User

5.4.3 Scenario 3: Successfully changing Password from the Accounts Page.

To update your password, click the “Change Password” button on the “Accounts” tab. The section to update the password expands and you can successfully change your password (see Fig: 5.4.3.n and Fig: 5.4.3.v).

The screenshot displays the 'Denti-Cal Provider Website Application' interface. At the top, there is a navigation bar with the 'CA.gov' logo, a home icon, and the 'Medi-Cal Dental' logo. To the right of the logo are five menu items: 'My Practice' (with a hand icon), 'Claim/TAR' (with a document icon), 'Payments' (with a dollar sign icon), 'Account' (with a gear icon and a red arrow pointing to it), and 'Contact Us' (with an envelope icon). A 'Log Out' button is located on the far right of the navigation bar. Below the navigation bar, the main content area is titled 'Denti-Cal Provider Website Application'. Under this title, the 'User Profile' section is visible, showing a 'Username: XXX'. Below the username is the 'Contact Information' section, which includes an 'E-mail Address' field with the text 'MDes: XXX @ XXX', a 'First Name' field with 'XXX', and a 'Last Name' field with 'XXX'. At the bottom of the profile section is the 'Update Password' section, which contains a 'Current Password' field (a greyed-out input box) and a blue 'Change Password' button. A red arrow points to the 'Change Password' button.

Fig: 5.4.3.v: Provider Website – Account Tab – Change Password Button



Denti-Cal Provider Website Application

User Profile

Username: XXX

Contact Information

E-mail Address
MDes XXX @ XXX

First Name
XXX

Last Name
XXX

Update Password

To update password, your new password and confirm password must match. Remember passwords are case-sensitive.

Current Password

New Password

Confirm Password

[Cancel](#)

Password Reminder

If you forget your password, your security questions and answers will help us verify your identity.

Security Question 1
What is your favorite team? ▼

Security Answer 1
XXX

Security Question 2
What city / town were you born in? ▼

Security Answer 2
XXX

[Update Profile](#)

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Fig: 5.4.3.w: Provider Website- Account Tab- Change Password

5.4.4 Scenario 4: When a Provider successfully updates their password – Account tab.

Click the “Change Password” button to expand the section and update your password. Update the “Current Password,” “New Password,” and “Confirm Password” fields based on the password rules.

After you click the “Update Profile” button, the “User Profile Updated Successfully” message displays, and the update password section closes.

The screenshot shows the 'Denti-Cal Provider Website Application' interface. At the top, there is a blue header with the 'CA.GOV' logo and a home icon. Below this is a navigation bar with the 'DHCS | Medi-Cal Dental' logo and several menu items: 'My Practice', 'Claim/TAR', 'Payments', 'Account', 'Contact Us', and a 'Log Out' button. The main content area is titled 'Denti-Cal Provider Website Application'. On the left, there is a sidebar with 'My Profile' and 'Manage Users' links. The main section is titled 'User Profile'. A green message box at the top of the profile section states: 'User profile updated successfully.' Below this, the 'Username' is listed as 'XXX'. The 'Contact Information' section includes fields for 'E-mail Address' (containing 'XXX @ XXX'), 'First Name' (containing 'XXX'), and 'Last Name' (containing 'XXX'). The 'Update Password' section has a 'Current Password' field and a 'Change Password' button.

Fig: 5.4.4.x: Provider Website – Account Tab – Password updated successfully

5.4.5 Scenario 5: When a Provider is unable to update their password through the Account tab.

You can update your password from the “Account” tab. However, this process fails if it is not performed correctly.

If you enter a new password that is the same as the current password, an error message displays (see Fig: 5.4.4.y).

The screenshot shows the same 'Denti-Cal Provider Website Application' interface as Figure 5.4.4.x. The 'Account' tab is selected in the navigation bar. The 'User Profile' section shows the 'Update Password' area. A red message box at the top of the profile section states: 'Please enter a new password different from the current password.' The 'Username' is listed as 'XXX'. The 'Current Password' field is visible, and the 'Change Password' button is present.

Fig: 5.4.5.y: Provider Website – Account Tab – If new password same as current password

If you enter any of the 24 previously used passwords, an error message displays (see Fig: 5.4.4.z).

The screenshot shows the 'User Profile' page of the Denti-Cal Provider Website Application. The page has a blue header with the 'CA.GOV' logo and a navigation bar with links for 'My Practice', 'Claim/TAR', 'Payments', 'Account', and 'Contact Us'. A 'Log Out' button is in the top right. The main content area is titled 'User Profile' and includes a sidebar with 'My Profile' and 'Manage Users'. A red error message box states: 'New password should not be same as the current or the previous 24.' Below the message, the 'Username' field is labeled 'XXX'.

Fig: 5.4.5.z: Provider Website- Account Tab – If new password is the same as the 24 previously used passwords

If the New Password and Confirm Password do not match, an error message displays (see Fig: 5.4.4.A).

This screenshot is similar to the previous one, showing the 'User Profile' page. The red error message box now states: 'New Password and Confirm Password did not match.' The 'Username' field remains 'XXX'.

Fig: 5.4.5.A: Provider Website – Account Tab – If New Password and Confirm Password do not match

If the New Password does not conform to the password rules, the following message displays (see Fig: 5.4.4.B).

The screenshot shows a password change form with two input fields: 'Current Password' and 'New Password'. Both fields are masked with dots. A 'Cancel' button is located to the right of the 'New Password' field. A tooltip message is displayed over the 'New Password' field, stating: 'You must use this format: The password must contain characters from at least three of the following categories: a. Uppercase letters (A through Z) b. Lowercase letters (a through z) c. Base 10 digits (0 through 9) d. Non-alphanumeric characters (special characters) (for example, !, \$, #, %)'.

Fig: 5.4.5.B: Provider Website- Account Tab – If New Password does not conform to the Password Rules

6 Admin Functionality Features

6.1 Manage Users

Providers who are administrators (admin) of the Denti-Cal Provider Website can only view the “Manage Users” tab from the “Accounts” tab (see Fig: 6.1.a).

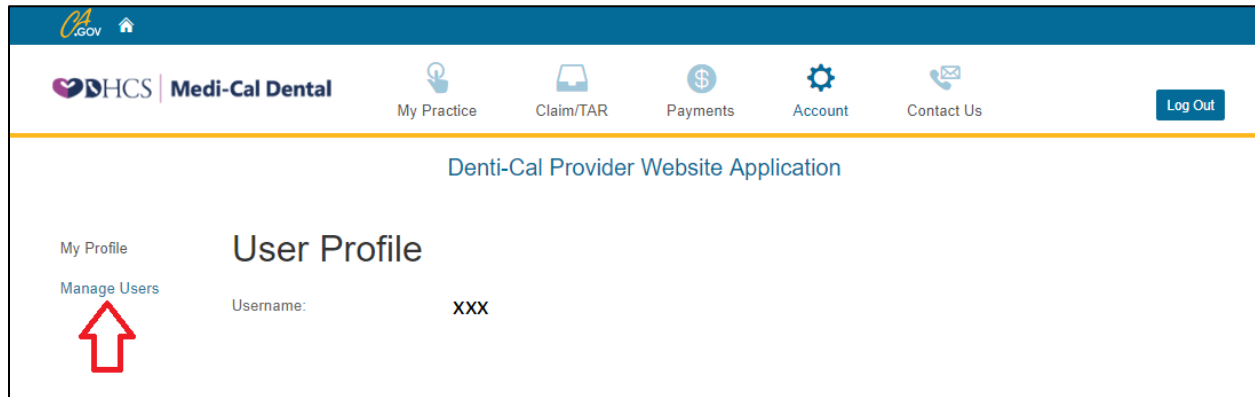


Fig: 6.1.a: Provider Website- Account Tab – Manage User Tab

An admin provider clicks the “Manage Users” link to display the “Add User” button and a list of users (providers) of the website along with their details like First Name, Last Name, Email, Username and Registered type. Admins can edit user information, delete their records or “Re-Send Invite” to unregistered providers (see Fig: 6.1.b).

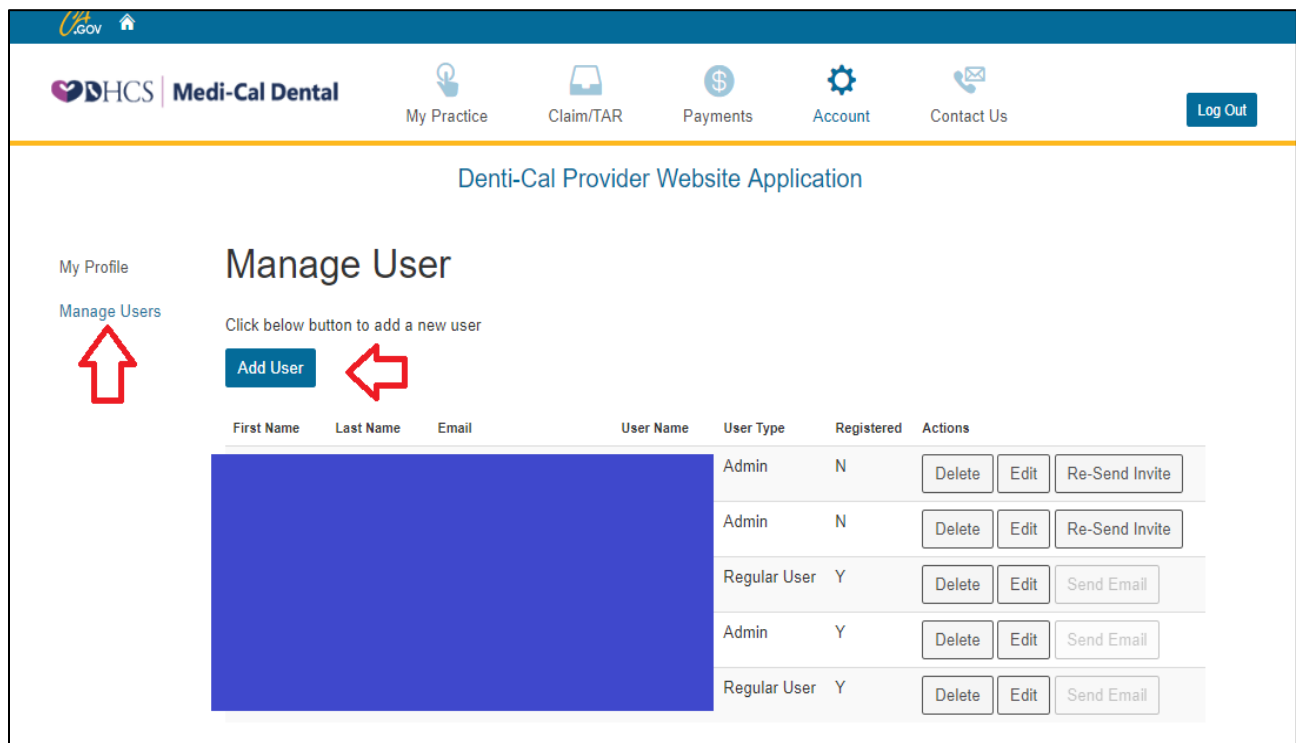


Fig: 6.1.b: Provider Website – Manage User Page

6.1.1 Add User

A Provider with admin rights clicks the “Add User” button to add users. After you click the “Add User” button, the system goes to the “Add User” page. Enter provider details like First Name, Last Name, Email Address and User Type (see Fig: 6.1.1.c).

After entering the correct details, click the “Invite” button to send an email with a registration link to the provider (see Fig: 6.1.1.d).

The screenshot shows the 'Add User' page of the Denti-Cal Provider Website Application. The header includes the CA.GOV logo, a home icon, and the Medi-Cal Dental logo. Navigation links for 'My Practice', 'Claim/TAR', 'Payments', 'Account', and 'Contact Us' are present, along with a 'Log Out' button. The main heading is 'Denti-Cal Provider Website Application'. On the left, there are links for 'My Profile' and 'Manage Users'. The main content area is titled 'Add User' and contains a form with the following fields: 'First Name' (text input), 'Last Name' (text input), 'Email' (text input), and '*User Type' (dropdown menu). Below the form are 'Invite' and 'Cancel' buttons. The footer contains links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', and a copyright notice for 2018 State of California.

Fig: 6.1.1.c: Provider Website – Add User Page

The screenshot shows an email from Medi-Cal Dental. The header includes the Medi-Cal Dental logo. The email body starts with 'Dear xxx'. The main text says: 'You have been successfully added to our provider portal. Please use the following link to complete your registration.' Below this is a blue underlined link labeled 'Registration Link', which is highlighted by a red arrow. The footer contains the address 'California Medi-Cal Dental Program, P.O. BOX 15539, Sacramento, CA 95852-1539' and a link to the 'Denti-Cal Privacy Policy'.

Fig: 6.1.1.d: Provider Website – Email Sent to the added User with a Registration Link

When a newly added provider clicks the “Registration Link,” the system goes to Registration Page 1. Validate the details by correctly entering the Email, First Name and Last Name. To go to the next registration step, click the “Validate” button (see Fig: 6.1.1.e). After registering, the registered type from the user list updates from “N” to “Y.”

CA.gov

HCS Medi-Cal Dental

My Practice

Contact Us

Registration Page 1

Please enter authorized details for successful registration

Email

First Name

Last Name

Validate Cancel

Conditions of Use Privacy Policy Accessibility Contact Us

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Fig: 6.1.1.e: Provider Website – Registration Page 1 for Added Users

Registration Page 2 is same as the registration process (see Fig: 3.1.c).

6.1.1.1 Scenario 1: If Provider enters details with same combination of First Name, Last Name and Email of an already added user.

If you enter the First Name, Last Name and Email address (using the same combination) of an already registered user, an error message “User already exists” displays. (See Fig: 6.1.1.1.f)

The screenshot displays the 'Denti-Cal Provider Website Application' interface. At the top, there is a navigation bar with the 'CA.GOV' logo, a home icon, and the 'Medi-Cal Dental' logo. To the right of the logo are icons and links for 'My Practice', 'Claim/TAR', 'Payments', 'Account', and 'Contact Us', followed by a 'Log Out' button. Below the navigation bar, the page title 'Denti-Cal Provider Website Application' is centered. On the left side, there is a sidebar with 'My Profile' and 'Manage Users' links. The main content area is titled 'Add User'. A red error message box at the top of the form states '• User already exists.' Below this, a prompt reads 'Please enter details to add a new user'. The form contains four input fields: 'First Name' (placeholder: Enter First Name), 'Last Name' (placeholder: Enter Last Name), 'Email' (placeholder: Enter Email Address), and '*User Type' (a dropdown menu with 'Select User Type' as the selected option). At the bottom of the form are two buttons: 'Invite' (in blue) and 'Cancel' (in white). The footer of the page includes links for 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us', along with the text 'Denti-Cal 2018-24-AUG' and 'Copyright © 2018 State of California'.

Fig: 6.1.1.1.f: Provider Website – User already exists while adding user

6.1.1.2 Scenario 2: If Provider enters invalid details.

If you enter an invalid Email address or do not select the correct User Type, an error message displays, and the invalid fields are highlighted (see Fig: 6.1.1.2.g).

The screenshot shows the 'Add User' form in the Denti-Cal Provider Website Application. The form includes fields for First Name, Last Name, Email, and User Type. The Email field contains 'MDeshpande@' and is highlighted with a red border. A red arrow points to the Email field, and another red arrow points to the 'Invite' button. A tooltip message 'Please enter valid Email Address' is displayed over the Email field. A red error message 'User already exists.' is shown at the top of the form. The form also includes 'Invite' and 'Cancel' buttons. The footer contains links for Conditions of Use, Privacy Policy, Accessibility, and Contact Us, along with a copyright notice for 2018 State of California.

Fig: 6.1.1.1.g: Provider Website – Invalid Details Entered while Adding User

If an added user tries to register with invalid details by using the “Registration Link” from the email, the user is not validated and will be unable to register. The “Invalid Details Entered” error message displays (see Fig: 6.1.1.2.h).

CA.GOV

HCS | Medi-Cal Dental

My Practice

Contact Us

Registration Page 1

• Invalid details entered.

Please enter authorized details for successful registration

Email

Enter Email Address

First Name

Enter First Name

Last Name

Enter Last Name

Validate **Cancel**

Conditions of Use Privacy Policy Accessibility Contact Us

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Fig: 6.1.1.2.h: Provider Website – Invalid Details Entered by Added User while Registering on Page 1

6.1.1.3 When an added user tries to register.

After the provider is validated in the previous step, the system goes to Step 2 of the registration process. The First Name, Last Name and Email fields auto populate along with the Business Name, NPI and TIN number (see Fig: 6.1.1.3.i).

CA.GOV

HCS | Medi-Cal Dental

My Practice

Contact Us

Create Account | Registration

Please fill out all fields.

Your Information

Business Name: XXX

Billing NPI Number: 16 XXX

TIN: ***** XXX

First Name: XXX

Last Name: XXX

Email: xxx @delta.org

Username

Password

Password (case-sensitive)

Fig: 6.1.1.3.i: Registration Page 2 for an Added User

All other fields are the same as the normal registration. An error message displays if you try to register with a username that is already in use. (See Fig: 6.1.1.3.j)

Create Account | Registration

- Username invalid or username already exists.

Please fill out all fields.

Your Information

Business Name: XXX
 Billing NPI Number: 19 XXX
 TIN: ***** XXX
 First Name: XXX
 Last Name: XXX
 Email: XXX

Username
 XXX

Fig: 6.1.1.3.j: Registration Page 2- Username invalid or username already exists

6.1.2 Edit Users

Administrators click the “Edit” button to edit details of any user from the user list (see Fig: 6.1.2.k).

Denti-Cal Provider Website Application

Manage User

Click below button to add a new user

[Add User](#)

First Name	Last Name	Email	User Name	User Type	Registered	Actions
				Admin	N	Delete Edit Re-Send Invite
				Regular User	Y	Delete Edit Send Email
				Admin	Y	Delete Edit Send Email
				Regular User	Y	Delete Edit Send Email

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Fig: 6.1.2.k: Provider Website – Edit Button

Click the “Edit” button to go to the “Edit User” page where administrators can edit/update provider details like Email address and User Type (see Fig: 6.1.2.l).

The screenshot shows the 'Edit User' page in the Denti-Cal Provider Website Application. The page has a blue header with the CA.GOV logo and a navigation bar with links for My Practice, Claim/TAR, Payments, Account, and Contact Us. The main content area is titled 'Denti-Cal Provider Website Application' and contains a 'My Profile' section with a 'Manage Users' link. The 'Edit User' form includes fields for First Name (XXX), Last Name (XXX), Email (XXX), and User Type (Admin). A red arrow points to the 'Update' button, and another red arrow points to the 'Email' field.

Fig: 6.1.2.l: Provider Website – Edit User Page

6.1.2.1 Scenario 1: If provider enters invalid details.

If you enter an incorrect Email address, an error message displays. The field is highlighted, and you cannot update the details (see Fig: 6.1.2.1.m).

The screenshot shows the 'Edit User' page with an error message. The 'Email' field is highlighted in red, and a message box says 'Please enter valid Email Address'. A red arrow points to the 'Update' button, and another red arrow points to the 'Email' field.

Fig: 6.1.2.1.m: Provider Website – Edit User Page, Invalid Details Entered

6.1.3 Delete Users

Administrators click the “Delete” button to delete details of any user from the user list (see Fig: 6.1.3.n).

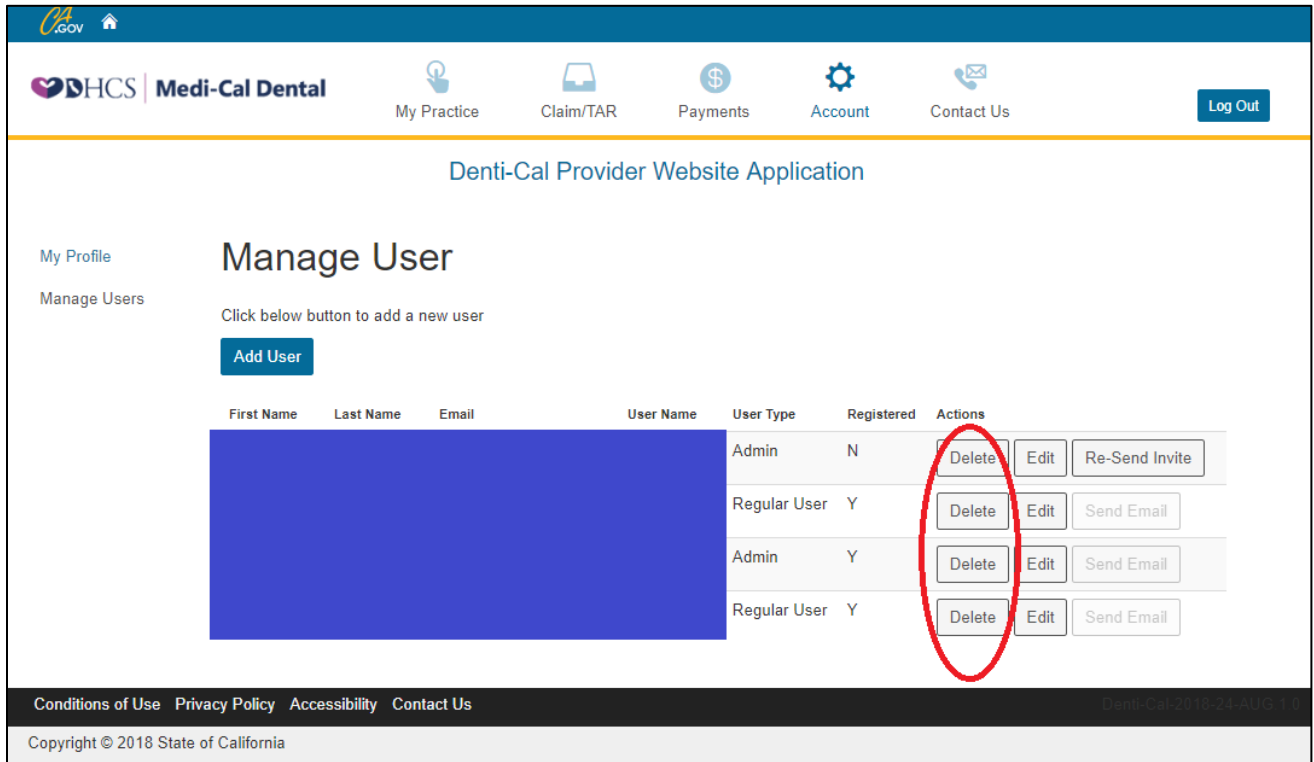


Fig: 6.1.3.n: Provider Website – Delete Button from User List

A “Confirmation” message displays. Click the “Confirm Delete” button to confirm the deletion (see Fig: 6.1.3.o).

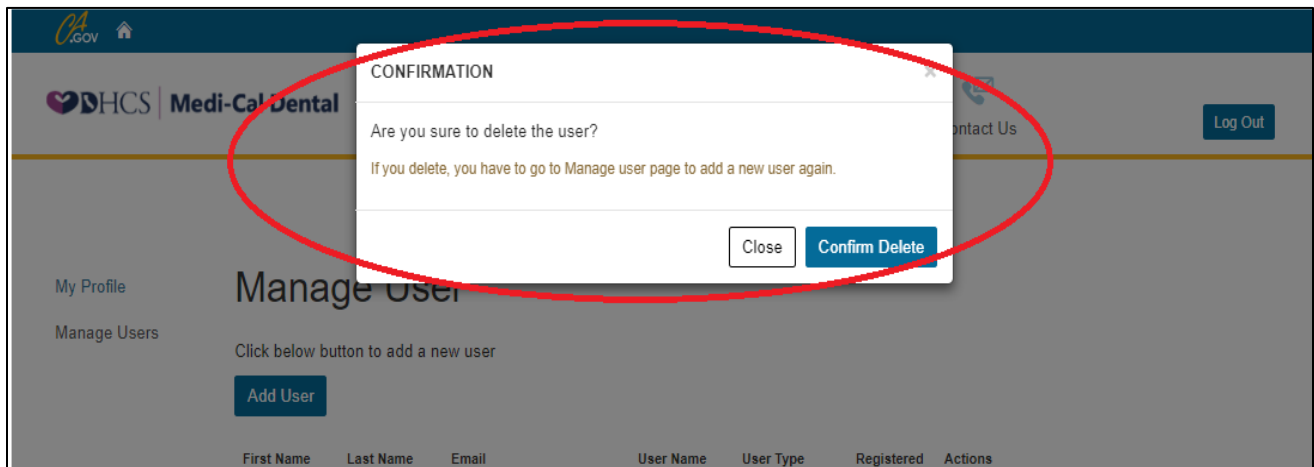


Fig: 6.1.3.o: Provider Website – Delete Button – Confirm Delete Pop Up

After you click the “Confirm Delete” button, the user is removed from the list and the list is updated (see Fig: 6.1.3.p).

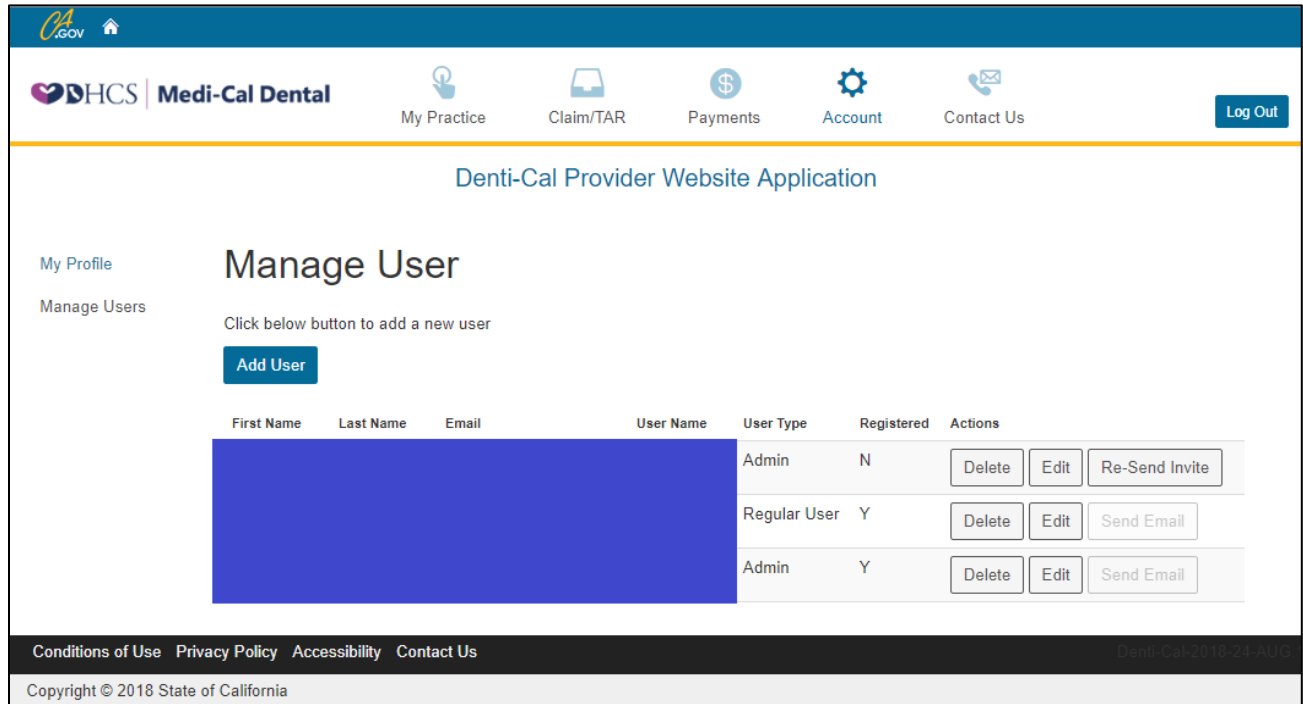


Fig: 6.1.3.p: Provider Website – Updated List after Deleting a User

7 Reporting a Missed Appointment Feature

You can report any missed beneficiary appointments to Denti-Cal Staff through a link available on your “My Practice” page (see Fig: 7.a).

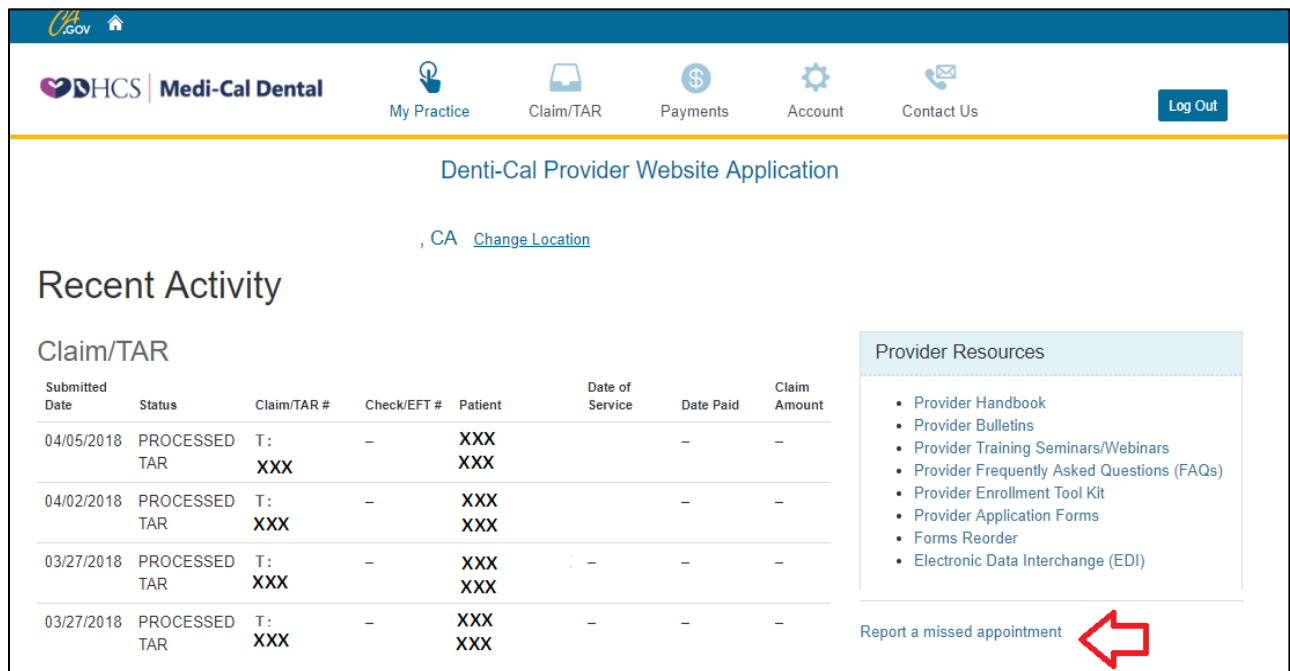



Fig: 7.a: Provider Website – Missed Appointment Link on the My Practice Page

Click the “Report a missed appointment” link to go the “Missed Appointment Notification” form page. Some provider details auto populate; however, auto populated information can be changed, if needed. Complete the Beneficiary Information correctly. Indicate if the beneficiary has missed any prior appointments and select the verification statement. Click the “Send” button to submit the form (see Fig: 7.b).

Auto populated fields will have valued entered during registration. Billing NPI Number / Denti-Cal Provider ID field will be auto populated depending on the data used by provider during registration. If you register using your Billing NPI Number, your Billing NPI Number will be displayed. If you register using your Denti-Cal provider ID, your Denti-Cal Provider ID will be displayed. (see Fig: 7.b and 7.c)


Medi-Cal Dental

[My Practice](#)
[Claim/TAR](#)
[Payments](#)
[Account](#)
[Contact Us](#)
[Log Out](#)

Denti-Cal Provider Website Application

Missed Appointment Notification

The Missed Appointment Form is made available to you, as a Medi-Cal Dental Program dentist, in order for you to report beneficiaries that have missed a scheduled appointment with your office. If you would like Denti-Cal to assist a beneficiary with any barriers they may have in attending their appointments, please complete this form. After completion and submission of this form, Denti-Cal will follow-up with the beneficiary to assist in rescheduling their appointment with your office. Additional information related to missed appointments is located in the Provider Handbook. If you would like to report a missed appointment by phone, please contact the Medi-Cal Dental Program Telephone Service Center at 1-800-423-0507.

Dental Provider Information

*Billing NPI Number/Denti-Cal Provider ID

U XXX

Service Office Number

001

*Contact Phone Number

xxx xxx xxx

*Contact Person

Loma xxx

*Contact Email

xx xxx @xxx

Provider License Number (Optional)

Beneficiary Information

*Last Name

*First Name

*Medi-Cal ID Number

*Date of Birth

mm/dd/yyyy

Beneficiary Representative

Address

City

State

California ▼

ZIP Code

Phone Number

Alternate Phone Number

Missed Appointment Information

*Appointment Date

mm/dd/yyyy

*Appointment Time

▼

Has the beneficiary missed any prior appointments?

☐ Yes
 ☒ No

☐ I verify that the information submitted here in is true and accurate to the best of my knowledge.

Send

[Conditions of Use](#)
[Privacy Policy](#)
[Accessibility](#)
[Contact Us](#)

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Fig: 7.b: Provider Website – Missed Appointment Link on the My Practice Page

Click the “Send” button to trigger an email (see Fig: 7.c).

Missed Appointment submitted by xx xxx (xx xx)

Field Name	Details
Billing NPI Number/Denti-Cal Provider ID	Uxxx
Service Office Number	001
Contact Phone Number	xxx
Contact Person	xx xxx
Contact Email	xx xxx@xxx
Provider License Number	
Beneficiary Last Name	xxx
Beneficiary First Name	xxx
Medi-Cal ID Number	xxx xx
Date of Birth	10/10/1988
Beneficiary Representative	
Address	
City	
State	CA
Zip code	
Phone Number	
Alternative Phone Number	
Appointment Date	10/10/2016
Appointment Time	06:30 PM
Prior Appointments	No
Missed Visits	
Notes	




Fig: 7.c: Provider Website – Missed Appointment Link on the My Practice Page

7.1 Scenario 1: If Provider enters invalid details in the Missed Appointment Form.

The fields with a red asterisk (*) are mandatory fields. If you do not enter the details in these fields, an error message displays (see Fig: 7.1.d).

The screenshot shows a form titled "Beneficiary Information". It contains several input fields. The first four fields are marked with a red asterisk (*) indicating they are mandatory: "*Last Name", "*First Name", "*Medi-Cal ID Number", and "*Date of Birth". The "*Date of Birth" field includes a placeholder "mm/dd/yyyy". The remaining two fields, "Provider License Number" and "Responsible Party", are not marked as mandatory. A tooltip with the text "This is a required field" is visible next to the "*First Name" field. All mandatory fields have a red border around them.

Fig: 7.1.d: Provider Website – Missed Appointment Form – Details not Entered Error

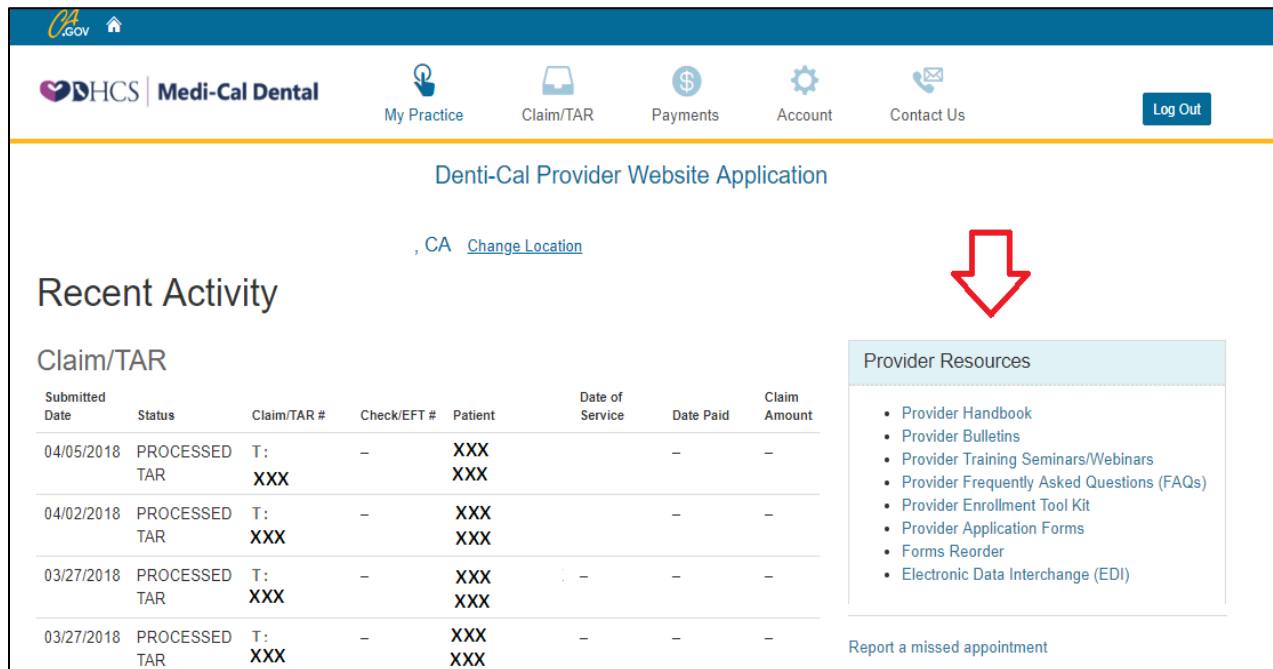
If you enter details that do not match the field's format, an error message displays (see Fig: 7.1.e).

The screenshot shows the same form as Fig: 7.1.d, but with invalid data entered. The "*Date of Birth" field contains "300/20/4045". A tooltip below it states: "You must use this format: Enter the date of birth in MM/DD/YYYY format". The "Responsible Party" field contains "SCSDC", the "Address" field contains "DSDD", the "City" field contains "SDCSDc", and the "State" dropdown is set to "California". The "ZIP Code" field contains "saxcdf". Two large red arrows point to the "*Date of Birth" and "ZIP Code" fields, indicating the format errors.

Fig: 7.1.e: Provider Website – Missed Appointment Form – Invalid Details Entered

8 Provider Resources

You can access Denti-Cal site links from your secure area. This list of external links are available in the Provider Resources section of the “My Practice” tab (see Fig: 8.a).



The screenshot shows the Denti-Cal Provider Website Application interface. At the top, there is a navigation bar with the following links: My Practice, Claim/TAR, Payments, Account, Contact Us, and a Log Out button. Below the navigation bar, the page title is "Denti-Cal Provider Website Application". The main content area is divided into two sections: "Recent Activity" and "Provider Resources". The "Recent Activity" section displays a table of Claim/TAR records. The "Provider Resources" section contains a list of links to various resources, including the Provider Handbook, Provider Bulletins, Provider Training Seminars/Webinars, Provider Frequently Asked Questions (FAQs), Provider Enrollment Tool Kit, Provider Application Forms, Forms Reorder, and Electronic Data Interchange (EDI). A red arrow points to the "Provider Resources" link in the top navigation bar.

Recent Activity

Claim/TAR

Submitted Date	Status	Claim/TAR #	Check/EFT #	Patient	Date of Service	Date Paid	Claim Amount
04/05/2018	PROCESSED TAR	T: XXX	—	XXX XXX	—	—	—
04/02/2018	PROCESSED TAR	T: XXX	—	XXX XXX	—	—	—
03/27/2018	PROCESSED TAR	T: XXX	—	XXX XXX	—	—	—
03/27/2018	PROCESSED TAR	T: XXX	—	XXX XXX	—	—	—

Provider Resources

- Provider Handbook
- Provider Bulletins
- Provider Training Seminars/Webinars
- Provider Frequently Asked Questions (FAQs)
- Provider Enrollment Tool Kit
- Provider Application Forms
- Forms Reorder
- Electronic Data Interchange (EDI)

[Report a missed appointment](#)

Fig: 8.a: Provider Website – Provider Resources – Links on the My Practice Tab

9 Contact Us Page

Denti-Cal providers can view the 'Contact Us' page for getting Denti-Cal's toll free number or any reference email addresses.

CA.gov

My Practice Claim/TAR Payments Account Contact Us Salma Khankhan Log Out

Denti-Cal Provider Website Application

Provider Telephone Service Center

Providers may call Denti-Cal toll-free at 1-800-423-0507.

When calling for information or inquiries it is important that the dental office be prepared with the following proper information, where applicable.

- Patient Name
- Patient Medi-Cal Identification Number
- Billing Provider Name
- Denti-Cal Provider Number
- Type of Treatment
- Amount of Claim or TAR
- Date Billed
- Document Control Number
- Check Number

The Telephone Service Center Representatives are available to answer phone calls between 8:00 a.m. and 5:00 p.m., Monday through Friday.

Patient history, claim/TAR status, or financial information can be accessed between 2:00 a.m. and 12:00 midnight, seven days per week, using the automated Interactive Voice Response system.

General program information is available 24 hours a day, seven days a week, using the automated system.

Provider Toll-Free Menu Options, and instructions for using the automated system are detailed in the Denti-Cal Provider Manual.

Eligibility

For automated messages providing beneficiary eligibility information, call the Automated Eligibility Verification System (AEVS) at 1-800-456-2387. When prompted, enter the information found on the Beneficiary Identification Card (BIC ID).

For assistance with the eligibility message, the Point of Service (POS) device, or the Medi-Cal web site, call the POS/Internet Help Desk at 1-800-541-5555.

Other Services

For questions, comments, or feedback about the program, contact us at DCALInfo@delta.org.

To report any website technical problems or issues, contact us at DCALWebMaster@delta.org.

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Fig: 9.a: Provider Website – Contact Us Page

Reference List:

- **Provider Toll Free Line:** 1-800-423-0507
- **For questions, comments or feedback** about the program contact :
DCALInfo@delta.org
- **To report any website technical problems or issues** contact :
DCALWebMaster@delta.org